Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181668543	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	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	Closing	Documentation & followed proper procedure	4.2	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	Closing	Comments on Closing:	4.3	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	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	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	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	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	Opening	Comments on Opening:	2.3	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	Middle	Pre-Qualify, Guided to ES website 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 07:54:49 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	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	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	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	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	Middle	Offer 18 month, Monthly Flat Plan	3.4	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	Middle	Offer and provide benefits of Weatherization	3.5	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	Middle	Offer RRES & ESS	3.6	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	Middle	Discuss/Explain Review Officer	3.7	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	Middle	Soft Skills Using Template	3.8	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	Middle	Comments on Middle:	3.9	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	Utility Type	Select Utility Type	1.1	radio		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
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181837338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 11:20:51 AM	27 Oct, 2025 11:33:31 AM	24 Oct, 2025 07:23:11 PM	0:10:58	90	External
684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181970035			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		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
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684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	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
684181970035	[redacted]	[redacted]	CTE_Credit_Payment_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]	27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
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684181970035			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 04:44:39 PM	27 Oct, 2025 05:06:08 PM	27 Oct, 2025 01:59:22 PM	0:12:04	95	External
684181998986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 05:33:16 PM	27 Oct, 2025 05:46:12 PM	27 Oct, 2025 04:22:55 PM	0:06:32	100	External
684181998986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 05:33:16 PM	27 Oct, 2025 05:46:12 PM	27 Oct, 2025 04:22:55 PM	0:06:32	100	External
684181998986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 05:33:16 PM	27 Oct, 2025 05:46:12 PM	27 Oct, 2025 04:22:55 PM	0:06:32	100	External
684181998986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 05:33:16 PM	27 Oct, 2025 05:46:12 PM	27 Oct, 2025 04:22:55 PM	0:06:32	100	External
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684181998986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 05:33:16 PM	27 Oct, 2025 05:46:12 PM	27 Oct, 2025 04:22:55 PM	0:06:32	100	External
684181998986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 05:33:16 PM	27 Oct, 2025 05:46:12 PM	27 Oct, 2025 04:22:55 PM	0:06:32	100	External
684181998986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 05:33:16 PM	27 Oct, 2025 05:46:12 PM	27 Oct, 2025 04:22:55 PM	0:06:32	100	External
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684181998986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 05:33:16 PM	27 Oct, 2025 05:46:12 PM	27 Oct, 2025 04:22:55 PM	0:06:32	100	External
684181998986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 05:33:16 PM	27 Oct, 2025 05:46:12 PM	27 Oct, 2025 04:22:55 PM	0:06:32	100	External
684181998986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 05:33:16 PM	27 Oct, 2025 05:46:12 PM	27 Oct, 2025 04:22:55 PM	0:06:32	100	External
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684181998986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 05:33:16 PM	27 Oct, 2025 05:46:12 PM	27 Oct, 2025 04:22:55 PM	0:06:32	100	External
684181973567			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	100	External
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684181973567			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	100	External
684181973567			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	100	External
684181973567			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	100	External
684181973567			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	100	External
684181973567			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	100	External
684181973567			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	100	External
684181973567			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	100	External
684181973567			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	100	External
684181973567			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	100	External
684181973567			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	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
684181973567	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	100	External
684181973567			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 05:56:16 PM	27 Oct, 2025 06:12:48 PM	27 Oct, 2025 02:09:30 PM	0:10:34	100	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181830056			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 12:39:20 PM	27 Oct, 2025 12:43:38 PM	24 Oct, 2025 07:46:58 PM	0:19:35	90	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181941763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 06:59:04 PM	27 Oct, 2025 07:17:43 PM	27 Oct, 2025 12:11:54 PM	0:07:30	100	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	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
684181825468	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181825468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 02:36:09 PM	27 Oct, 2025 02:52:38 PM	24 Oct, 2025 06:42:02 PM	0:34:35	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
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684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181623278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 11:46:46 AM	27 Oct, 2025 12:07:55 PM	23 Oct, 2025 04:22:56 PM	0:11:21	90	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	tex		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181848672	[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]	27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181848672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 03:14:21 PM	27 Oct, 2025 03:25:03 PM	24 Oct, 2025 08:09:48 PM	0:22:31	80	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
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684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181988831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 05:13:59 PM	27 Oct, 2025 05:47:53 PM	27 Oct, 2025 03:48:22 PM	0:26:38	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
684181944564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	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
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68418194456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 05:01:10 PM	27 Oct, 2025 05:26:34 PM	27 Oct, 2025 12:43:09 PM	0:14:12	90	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
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68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
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68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418184699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 12:32:56 PM	27 Oct, 2025 02:57:32 PM	24 Oct, 2025 08:04:22 PM	0:19:10	75	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			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		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418175255			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 11:01:04 AM	27 Oct, 2025 11:17:58 AM	24 Oct, 2025 01:36:42 PM	0:10:30	95	External
68418194981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
68418194981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	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
684181949815	[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]	27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181949815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 06:27:41 PM	27 Oct, 2025 06:42:51 PM	27 Oct, 2025 01:25:02 PM	0:12:15	100	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181961183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 03:16:57 PM	27 Oct, 2025 03:42:50 PM	27 Oct, 2025 02:13:46 PM	0:11:09	95	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	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
684181658569	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684181658569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 12:09:21 PM	27 Oct, 2025 12:11:34 PM	23 Oct, 2025 07:05:06 PM	0:15:45	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684182023326			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 08:03:39 PM	27 Oct, 2025 08:10:28 PM	27 Oct, 2025 05:57:03 PM	0:11:35	100	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	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
684181951133	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181951133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 05:36:27 PM	27 Oct, 2025 06:12:07 PM	27 Oct, 2025 01:30:02 PM	0:16:32	70	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684181828264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 12:55:35 PM	27 Oct, 2025 01:08:52 PM	24 Oct, 2025 07:31:30 PM	0:27:20	95	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182030814			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 06:19:58 PM	27 Oct, 2025 06:35:32 PM	27 Oct, 2025 05:06:12 PM	0:10:23	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	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
684182010401	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684182010401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 08:18:51 PM	27 Oct, 2025 08:23:48 PM	27 Oct, 2025 04:54:40 PM	0:08:29	85	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181840091			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 02:30:35 PM	27 Oct, 2025 06:56:15 PM	24 Oct, 2025 07:34:18 PM	0:27:10	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	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
684181962040	[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]	27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181962040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 03:08:04 PM	27 Oct, 2025 03:47:19 PM	27 Oct, 2025 02:13:28 PM	0:19:40	60	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181779218			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 06:13:55 PM	27 Oct, 2025 06:44:49 PM	24 Oct, 2025 04:04:28 PM	0:13:36	95	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181967536	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181967536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 04:14:09 PM	27 Oct, 2025 04:22:16 PM	27 Oct, 2025 02:38:44 PM	0:11:54	80	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer				27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181822581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 03:14:23 PM	27 Oct, 2025 03:22:46 PM	24 Oct, 2025 06:29:58 PM	0:29:29	95	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	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
684181839002	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181839002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 12:19:24 PM	27 Oct, 2025 02:47:54 PM	24 Oct, 2025 07:28:36 PM	0:18:55	85	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684181799443			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 11:31:54 AM	27 Oct, 2025 12:04:01 PM	24 Oct, 2025 05:15:53 PM	0:14:58	80	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182138482	[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]	28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
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684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182138482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 01:35:16 PM	28 Oct, 2025 01:37:29 PM	28 Oct, 2025 12:20:08 PM	0:09:20	100	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182010932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 11:48:04 AM	28 Oct, 2025 12:08:04 PM	27 Oct, 2025 04:00:59 PM	0:11:55	90	External
684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
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684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
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684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182145624	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
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684182145624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 03:44:22 PM	28 Oct, 2025 03:50:53 PM	28 Oct, 2025 01:17:32 PM	0:10:22	85	External
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684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182227148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 08:09:06 PM	28 Oct, 2025 08:18:08 PM	28 Oct, 2025 06:21:55 PM	0:16:07	100	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182018413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 11:57:20 AM	28 Oct, 2025 12:24:22 PM	27 Oct, 2025 05:31:57 PM	0:15:41	95	External
684182077341			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	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
684182077341	[redacted]	[redacted]	CTE_Credit	[redacted]	florica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	sure on	28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182077341			CTE_Credit		florica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 01:11:15 PM	28 Oct, 2025 02:04:06 PM	27 Oct, 2025 09:17:08 PM	0:12:38	85	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	first	28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684182102289			CTE_Credit_Disco		florica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 12:32:18 PM	28 Oct, 2025 01:21:49 PM	27 Oct, 2025 11:26:53 PM	0:16:37	75	External
684181943739			CTE_Credit		florica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		florica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		florica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		florica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181943739	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684181943739			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 Oct, 2025 06:36:42 PM	28 Oct, 2025 10:54:25 AM	27 Oct, 2025 12:36:53 PM	0:14:40	85	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	n	28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182144728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 01:40:59 PM	28 Oct, 2025 01:51:27 PM	28 Oct, 2025 01:08:17 PM	0:13:01	95	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	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
684182080261	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	[redacted]	28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182080261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 12:29:07 PM	28 Oct, 2025 12:50:44 PM	27 Oct, 2025 08:29:38 PM	0:12:42	80	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684182041867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 10:39:04 AM	28 Oct, 2025 11:02:45 AM	27 Oct, 2025 06:55:33 PM	0:13:21	85	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
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684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
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684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 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
684181511281	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684181511281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 10:47:45 PM	28 Oct, 2025 10:51:29 PM	22 Oct, 2025 08:06:19 PM	0:11:30	100	External
684182074511			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
684182074511			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
684182074511			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		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
684182074511			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
684182074511			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
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684182074511			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
684182074511			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
684182074511			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
684182074511			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
684182074511			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		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
684182074511			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
684182074511			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		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
684182074511			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
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684182074511			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 12:52:48 PM	28 Oct, 2025 01:09:14 PM	27 Oct, 2025 07:16:38 PM	0:10:09	100	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
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684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182180931			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 06:00:26 PM	28 Oct, 2025 06:05:59 PM	28 Oct, 2025 03:29:34 PM	0:34:28	95	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182061912	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182061912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 06:25:51 PM	28 Oct, 2025 06:39:54 PM	27 Oct, 2025 06:40:38 PM	0:11:26	100	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182110309			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 10:49:23 AM	28 Oct, 2025 11:15:58 AM	27 Oct, 2025 09:12:38 PM	0:12:05	90	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182104858	[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]	28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182104858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 02:34:44 PM	28 Oct, 2025 02:55:07 PM	27 Oct, 2025 09:42:19 PM	0:10:37	85	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
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684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182159130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 03:54:57 PM	28 Oct, 2025 04:05:50 PM	28 Oct, 2025 02:15:16 PM	0:13:40	90	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	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
684182157088	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182157088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 04:45:36 PM	28 Oct, 2025 04:56:16 PM	28 Oct, 2025 02:03:21 PM	0:16:16	100	External
684182148157			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 10:22:21 PM	28 Oct, 2025 10:35:15 PM	28 Oct, 2025 01:29:24 PM	0:13:26	100	External
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684182148157			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 10:22:21 PM	28 Oct, 2025 10:35:15 PM	28 Oct, 2025 01:29:24 PM	0:13:26	100	External
684182148157			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 10:22:21 PM	28 Oct, 2025 10:35:15 PM	28 Oct, 2025 01:29:24 PM	0:13:26	100	External
684182148157			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 10:22:21 PM	28 Oct, 2025 10:35:15 PM	28 Oct, 2025 01:29:24 PM	0:13:26	100	External
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684182148157			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 10:22:21 PM	28 Oct, 2025 10:35:15 PM	28 Oct, 2025 01:29:24 PM	0:13:26	100	External
684182148157			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 10:22:21 PM	28 Oct, 2025 10:35:15 PM	28 Oct, 2025 01:29:24 PM	0:13:26	100	External
684182148157			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 10:22:21 PM	28 Oct, 2025 10:35:15 PM	28 Oct, 2025 01:29:24 PM	0:13:26	100	External
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684182148157			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 10:22:21 PM	28 Oct, 2025 10:35:15 PM	28 Oct, 2025 01:29:24 PM	0:13:26	100	External
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684182148157			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 10:22:21 PM	28 Oct, 2025 10:35:15 PM	28 Oct, 2025 01:29:24 PM	0:13:26	100	External
684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
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684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
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684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
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684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External

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684182151679	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
684182151679			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 03:58:25 PM	28 Oct, 2025 04:10:43 PM	28 Oct, 2025 01:43:16 PM	0:13:50	60	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
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684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
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684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684182155203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 05:22:31 PM	28 Oct, 2025 05:36:40 PM	28 Oct, 2025 02:00:08 PM	0:57:31	65	External
684181956244			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	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
684181956244		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684181956244		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 12:16:51 PM	28 Oct, 2025 12:32:29 PM	27 Oct, 2025 01:09:53 PM	0:12:24	100	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
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684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684182028150		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 01:38:24 PM	28 Oct, 2025 02:23:26 PM	27 Oct, 2025 06:12:21 PM	1:17:45	55	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	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
684181950442	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684181950442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 12:19:16 PM	28 Oct, 2025 12:20:28 PM	27 Oct, 2025 01:19:18 PM	0:10:45	100	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182103136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 06:59:26 PM	28 Oct, 2025 07:00:55 PM	27 Oct, 2025 11:28:01 PM	0:12:47	95	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182067862	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182067862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 02:22:25 PM	28 Oct, 2025 02:30:12 PM	27 Oct, 2025 08:22:29 PM	0:12:19	80	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182143450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 01:58:43 PM	28 Oct, 2025 01:59:14 PM	28 Oct, 2025 12:51:36 PM	0:11:12	90	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182177569			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 04:26:57 PM	28 Oct, 2025 05:04:16 PM	28 Oct, 2025 02:54:51 PM	0:13:13	85	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	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
684182076210	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
684182076210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 Oct, 2025 11:21:16 AM	28 Oct, 2025 11:22:15 AM	27 Oct, 2025 08:17:47 PM	0:11:21	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			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 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			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 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			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 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683111823336			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Oct, 2025 11:22:34 PM	29 Oct, 2025 11:46:56 PM	02 Oct, 2025 04:29:41 PM	0:06:22	100	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			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 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			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 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			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 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112828747	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
683112828747			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 11:07:52 PM	29 Oct, 2025 11:19:41 PM	09 Oct, 2025 04:43:08 PM	0:06:15	85	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		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 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT 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 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182387931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 06:56:22 PM	29 Oct, 2025 07:02:07 PM	29 Oct, 2025 05:20:59 PM	0:09:41	100	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			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 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			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 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			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 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
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684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External
684182165259			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 12:29:54 PM	29 Oct, 2025 12:35:35 PM	28 Oct, 2025 01:59:52 PM	0:13:54	85	External

Master Contact	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		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 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT 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 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182409813	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 08:09:46 PM	29 Oct, 2025 08:16:13 PM	29 Oct, 2025 06:44:59 PM	0:07:16	100	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		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 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT 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 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182346490	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 08:11:00 PM	29 Oct, 2025 08:20:54 PM	29 Oct, 2025 02:43:38 PM	0:14:29	75	External
684182390620	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620	CTE_Credit		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 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	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
684182390620	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620			CTE_Credit		Alorica - CT 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 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684182390620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 07:22:46 PM	29 Oct, 2025 07:29:58 PM	29 Oct, 2025 05:27:48 PM	0:19:12	90	External
684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
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684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
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684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
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684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
684181848847			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 03:09:03 PM	29 Oct, 2025 03:55:49 PM	24 Oct, 2025 08:13:59 PM	0:09:01	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		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 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
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684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	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
684182349569	[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 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT 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 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684182349569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 04:59:20 PM	29 Oct, 2025 05:11:50 PM	29 Oct, 2025 02:51:14 PM	0:11:48	70	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
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684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684181653999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Oct, 2025 10:12:35 AM	29 Oct, 2025 03:44:59 PM	23 Oct, 2025 06:32:50 PM	0:09:57	90	External
684182345196			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 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			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 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			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 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			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 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			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		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	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
684182345196	[redacted]	[redacted]	CTE_Credit_Disco_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182345196			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 06:34:50 PM	29 Oct, 2025 06:44:13 PM	29 Oct, 2025 02:04:46 PM	0:13:28	85	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			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 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			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 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			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 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
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684182067648			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 12:41:05 PM	29 Oct, 2025 12:56:39 PM	27 Oct, 2025 06:56:58 PM	0:13:03	80	External
684182245096			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	90	External
684182245096			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	90	External
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684182245096			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	90	External
684182245096			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	90	External
684182245096			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	90	External
684182245096			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	90	External
684182245096			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	90	External
684182245096			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	90	External
684182245096			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	90	External
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684182245096			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	90	External
684182245096			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	90	External
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684182245096			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	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
68418224509	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	29 Oct, 2025 12:43:54 PM	29 Oct, 2025 12:47:56 PM	28 Oct, 2025 06:24:01 PM	0:10:05	90	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		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 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT 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 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418222298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 12:24:55 PM	29 Oct, 2025 12:42:48 PM	28 Oct, 2025 06:07:02 PM	0:21:55	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			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 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			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 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			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 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418205115			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 05:59:46 PM	29 Oct, 2025 06:23:03 PM	27 Oct, 2025 07:29:09 PM	0:10:30	100	External
68418239964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
68418239964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
68418239964			CTE_Credit		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 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
68418239964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
68418239964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
68418239964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
68418239964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	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
684182399643	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182399643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182399643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182399643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182399643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182399643			CTE_Credit		Alorica - CT 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 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182399643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182399643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182399643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182399643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182399643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182399643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182399643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 08:32:17 PM	29 Oct, 2025 08:36:52 PM	29 Oct, 2025 06:05:17 PM	0:11:53	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			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 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			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 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			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 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182201900			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 04:15:55 PM	29 Oct, 2025 04:51:30 PM	28 Oct, 2025 03:53:33 PM	0:13:31	100	External
684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			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 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			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 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			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 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	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
684182349698	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
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684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
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684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182349698			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 06:07:57 PM	29 Oct, 2025 06:14:31 PM	29 Oct, 2025 02:50:46 PM	0:15:13	85	External
684182153064			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 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			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 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			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 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			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 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			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		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
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684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
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684182153064			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 12:55:31 PM	29 Oct, 2025 12:57:24 PM	28 Oct, 2025 01:48:39 PM	0:10:06	95	External
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684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182161792			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 01:06:59 PM	29 Oct, 2025 01:16:41 PM	28 Oct, 2025 01:51:39 PM	0:10:20	95	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	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
684182375038	[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]	29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			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 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			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 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182375038			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 06:44:09 PM	29 Oct, 2025 06:54:37 PM	29 Oct, 2025 04:21:04 PM	0:37:32	60	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			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 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			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 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			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 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182192349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 12:18:45 PM	29 Oct, 2025 12:19:51 PM	28 Oct, 2025 04:14:32 PM	0:10:24	100	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
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684182184232			CTE_Credit		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 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182184232	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT 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 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684182184232			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 12:04:59 PM	29 Oct, 2025 12:10:07 PM	28 Oct, 2025 03:48:33 PM	0:07:30	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		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 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT 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 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684181238887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 11:48:56 PM	29 Oct, 2025 11:57:31 PM	21 Oct, 2025 12:45:20 PM	0:04:01	95	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		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 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	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
684182198086	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT 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 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182198086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 01:13:03 PM	29 Oct, 2025 01:14:22 PM	28 Oct, 2025 04:32:51 PM	0:15:58	90	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		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 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT 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 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182337223			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 07:52:33 PM	29 Oct, 2025 08:00:50 PM	29 Oct, 2025 02:09:53 PM	0:49:50	80	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		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 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	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
684182520576	[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	30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182520576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Oct, 2025 05:40:44 PM	30 Oct, 2025 05:45:18 PM	30 Oct, 2025 02:37:17 PM	0:11:37	95	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		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 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT 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 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182458788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Oct, 2025 12:55:50 PM	30 Oct, 2025 01:07:25 PM	29 Oct, 2025 11:34:16 PM	0:12:57	90	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			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 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			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 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			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 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182499164			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182499164	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	30 Oct, 2025 04:25:32 PM	30 Oct, 2025 04:33:55 PM	30 Oct, 2025 01:12:44 PM	0:07:31	95	External
684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182554294			CTE_Credit		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 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
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684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
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684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182554294			CTE_Credit		Alorica - CT 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 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
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684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182554294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 05:17:59 PM	30 Oct, 2025 05:33:38 PM	30 Oct, 2025 04:43:41 PM	0:10:16	75	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			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 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			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 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			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 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182491945			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 04:57:07 PM	30 Oct, 2025 05:06:22 PM	30 Oct, 2025 12:32:47 PM	0:07:33	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		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 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182549927	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT 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 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
684182549927			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 07:01:35 PM	30 Oct, 2025 07:07:47 PM	30 Oct, 2025 04:25:40 PM	0:26:29	90	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			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 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			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 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			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 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
685361566341			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 08:31:24 PM	30 Oct, 2025 08:41:19 PM	30 Oct, 2025 04:56:47 PM	0:14:37	100	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			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 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			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 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			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 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182493296	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182493296			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 05:19:28 PM	30 Oct, 2025 05:29:09 PM	30 Oct, 2025 12:44:16 PM	0:08:56	90	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		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 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT 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 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684182405283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 12:20:27 PM	30 Oct, 2025 12:22:22 PM	29 Oct, 2025 06:22:35 PM	0:14:57	95	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		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 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT 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 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181943311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 02:37:30 PM	30 Oct, 2025 02:46:27 PM	27 Oct, 2025 12:34:54 PM	0:08:21	100	External
684181713963			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
684181713963			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	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
6841817139631	[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]	30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			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 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			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 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841817139631			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 12:28:44 PM	30 Oct, 2025 12:30:31 PM	23 Oct, 2025 11:41:00 PM	0:07:03	95	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			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 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			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 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			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 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841825211261			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 03:06:10 PM	30 Oct, 2025 03:15:15 PM	30 Oct, 2025 02:35:52 PM	0:06:27	80	External
6841824979731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
6841824979731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
6841824979731			CTE_Credit		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 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
6841824979731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
6841824979731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
6841824979731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
6841824979731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
6841824979731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
6841824979731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
6841824979731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	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
684182497973	[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]	30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
684182497973			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
684182497973			CTE_Credit		Alorica - CT 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 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
684182497973			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
684182497973			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
684182497973			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
684182497973			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
684182497973			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
684182497973			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
684182497973			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 02:58:17 PM	30 Oct, 2025 03:28:58 PM	30 Oct, 2025 01:09:47 PM	0:16:29	85	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		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 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT 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 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182550221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 06:20:31 PM	30 Oct, 2025 06:26:30 PM	30 Oct, 2025 04:27:20 PM	0:22:58	95	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		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 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT 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 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	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
684182490897	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182490897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 01:48:05 PM	30 Oct, 2025 01:56:32 PM	30 Oct, 2025 12:19:14 PM	0:07:46	100	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		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 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT 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 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182423936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 01:38:37 PM	30 Oct, 2025 02:04:01 PM	29 Oct, 2025 07:50:15 PM	0:18:10	90	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		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 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT 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 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
684182504297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 04:38:26 PM	30 Oct, 2025 04:49:34 PM	30 Oct, 2025 01:30:08 PM	0:14:37	95	External
685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685361598560	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
685361598560			CTE_Credit		Alorica - CT 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 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
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685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
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685361598560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 08:22:43 PM	30 Oct, 2025 08:26:45 PM	30 Oct, 2025 07:15:59 PM	0:12:04	85	External
684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
684182425752			CTE_Credit		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 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
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684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
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684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
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684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
684182425752			CTE_Credit		Alorica - CT 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 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
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684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
684182425752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 01:51:07 PM	30 Oct, 2025 02:32:59 PM	29 Oct, 2025 08:01:43 PM	0:43:58	65	External
684182373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
684182373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
684182373376			CTE_Credit		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 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
684182373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
684182373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
684182373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
684182373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	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
684182373376	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
684182373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
684182373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
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684182373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
684182373376			CTE_Credit		Alorica - CT 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 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
684182373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
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684182373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
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684182373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 01:05:14 PM	30 Oct, 2025 01:32:09 PM	29 Oct, 2025 04:14:59 PM	0:24:01	85	External
684182435797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 03:01:14 PM	30 Oct, 2025 03:09:32 PM	29 Oct, 2025 08:59:56 PM	0:10:08	55	External
684182435797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 03:01:14 PM	30 Oct, 2025 03:09:32 PM	29 Oct, 2025 08:59:56 PM	0:10:08	55	External
684182435797			CTE_Credit		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 Oct, 2025 03:01:14 PM	30 Oct, 2025 03:09:32 PM	29 Oct, 2025 08:59:56 PM	0:10:08	55	External
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684182435797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 03:01:14 PM	30 Oct, 2025 03:09:32 PM	29 Oct, 2025 08:59:56 PM	0:10:08	55	External
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684182435797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 03:01:14 PM	30 Oct, 2025 03:09:32 PM	29 Oct, 2025 08:59:56 PM	0:10:08	55	External
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684182435797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 03:01:14 PM	30 Oct, 2025 03:09:32 PM	29 Oct, 2025 08:59:56 PM	0:10:08	55	External
684182435797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 03:01:14 PM	30 Oct, 2025 03:09:32 PM	29 Oct, 2025 08:59:56 PM	0:10:08	55	External
684182435797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 03:01:14 PM	30 Oct, 2025 03:09:32 PM	29 Oct, 2025 08:59:56 PM	0:10:08	55	External
684182435797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 03:01:14 PM	30 Oct, 2025 03:09:32 PM	29 Oct, 2025 08:59:56 PM	0:10:08	55	External
684182435797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 03:01:14 PM	30 Oct, 2025 03:09:32 PM	29 Oct, 2025 08:59:56 PM	0:10:08	55	External
684182435797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 03:01:14 PM	30 Oct, 2025 03:09:32 PM	29 Oct, 2025 08:59:56 PM	0:10:08	55	External
684182435797			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 03:01:14 PM	30 Oct, 2025 03:09:32 PM	29 Oct, 2025 08:59:56 PM	0:10:08	55	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			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 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182550119	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			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 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			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 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
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684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182550119			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 06:00:15 PM	30 Oct, 2025 06:02:49 PM	30 Oct, 2025 03:51:37 PM	0:08:16	90	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			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 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			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 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			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 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
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684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182317769			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 03:33:12 PM	30 Oct, 2025 03:39:29 PM	29 Oct, 2025 12:03:30 PM	0:07:53	100	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		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 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
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684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT 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 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182292555	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
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684182292555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 07:43:38 PM	30 Oct, 2025 07:48:07 PM	28 Oct, 2025 11:09:56 PM	0:08:37	85	External
684182489485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
684182489485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
684182489485			CTE_Credit		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 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
684182489485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	te		30 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
684182489485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
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684182489485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
684182489485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
684182489485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
684182489485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
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684182489485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
684182489485			CTE_Credit		Alorica - CT 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 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
684182489485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
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684182489485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
684182489485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 12:40:43 PM	30 Oct, 2025 12:52:31 PM	30 Oct, 2025 12:07:41 PM	0:14:43	100	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		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 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT 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 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182423614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 03:39:05 PM	30 Oct, 2025 03:45:42 PM	29 Oct, 2025 07:48:44 PM	0:14:02	80	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		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 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	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
684182389098	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT 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 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182389098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 05:57:11 PM	30 Oct, 2025 06:01:40 PM	29 Oct, 2025 05:20:35 PM	0:12:55	75	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		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 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT 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 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182504592			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 05:42:52 PM	30 Oct, 2025 05:50:18 PM	30 Oct, 2025 01:31:45 PM	0:12:53	100	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		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 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	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
684182423632	[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 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT 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 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182423632			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 06:21:20 PM	30 Oct, 2025 06:22:39 PM	29 Oct, 2025 07:49:09 PM	0:10:34	85	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		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 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT 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 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182283619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 03:56:38 PM	30 Oct, 2025 04:00:13 PM	28 Oct, 2025 10:45:46 PM	0:07:06	90	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		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 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT 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 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182538970	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
684182538970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 04:04:20 PM	30 Oct, 2025 04:12:12 PM	30 Oct, 2025 03:47:53 PM	0:10:30	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			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 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			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 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			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 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
685361564898			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 06:15:46 PM	30 Oct, 2025 06:42:14 PM	30 Oct, 2025 05:12:59 PM	0:10:03	100	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		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 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
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684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT 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 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
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684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182372275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 01:26:19 PM	30 Oct, 2025 01:39:19 PM	29 Oct, 2025 04:49:24 PM	0:43:11	95	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		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 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	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
684182405934	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta	[redacted]	30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES 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		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - 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		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	texta		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182405934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 06:05:44 PM	30 Oct, 2025 06:34:47 PM	29 Oct, 2025 06:23:08 PM	0:22:13	70	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesn		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	texta		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_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		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES 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		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - 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		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	texta		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182497534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 01:57:34 PM	30 Oct, 2025 02:28:52 PM	30 Oct, 2025 01:06:35 PM	0:08:35	100	External
684182546491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesn		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	texta		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491			CTE_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		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	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
684182546491	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491	S	CTE_Credit		Alorica - CT 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 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182546491	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 06:16:10 PM	30 Oct, 2025 06:17:08 PM	30 Oct, 2025 04:17:37 PM	0:09:11	85	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		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 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
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684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT 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 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
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684182438340	S	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 04:09:07 PM	30 Oct, 2025 04:19:40 PM	29 Oct, 2025 09:53:13 PM	0:10:39	70	External
684181061235	T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235	T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235	T	CTE_Credit		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 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235	T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
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684181061235	T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235	T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235	T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235	T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235	T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
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684181061235	T	CTE_Credit		Alorica - CT 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 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235	T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235	T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	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
684181061235	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
684181061235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 07:21:52 PM	30 Oct, 2025 07:30:40 PM	20 Oct, 2025 02:05:19 PM	0:04:13	85	External
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684182506649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
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684182506649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
684182506649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
684182506649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
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684182506649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
684182506649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
684182506649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
684182506649			CTE_Credit		Alorica - CT 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 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
684182506649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
684182506649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
684182506649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
684182506649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
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684182506649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Oct, 2025 07:35:52 PM	30 Oct, 2025 07:43:43 PM	30 Oct, 2025 01:38:59 PM	0:04:24	100	External
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683113515939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Oct, 2025 11:59:12 PM	30 Oct, 2025 12:15:02 AM	15 Oct, 2025 02:33:47 PM	0:04:26	100	External
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683113515939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Oct, 2025 11:59:12 PM	30 Oct, 2025 12:15:02 AM	15 Oct, 2025 02:33:47 PM	0:04:26	100	External
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683113515939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Oct, 2025 11:59:12 PM	30 Oct, 2025 12:15:02 AM	15 Oct, 2025 02:33:47 PM	0:04:26	100	External
683113515939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Oct, 2025 11:59:12 PM	30 Oct, 2025 12:15:02 AM	15 Oct, 2025 02:33:47 PM	0:04:26	100	External
683113515939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Oct, 2025 11:59:12 PM	30 Oct, 2025 12:15:02 AM	15 Oct, 2025 02:33:47 PM	0:04:26	100	External
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683113515939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Oct, 2025 11:59:12 PM	30 Oct, 2025 12:15:02 AM	15 Oct, 2025 02:33:47 PM	0:04:26	100	External
683113515939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:59:12 PM	30 Oct, 2025 12:15:02 AM	15 Oct, 2025 02:33:47 PM	0:04:26	100	External
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683113515939			CTE_Credit		Alorica - CT 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 Oct, 2025 11:59:12 PM	30 Oct, 2025 12:15:02 AM	15 Oct, 2025 02:33:47 PM	0:04:26	100	External
683113515939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Oct, 2025 11:59:12 PM	30 Oct, 2025 12:15:02 AM	15 Oct, 2025 02:33:47 PM	0:04:26	100	External
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683113515939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Oct, 2025 11:59:12 PM	30 Oct, 2025 12:15:02 AM	15 Oct, 2025 02:33:47 PM	0:04:26	100	External
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683113515939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Oct, 2025 11:59:12 PM	30 Oct, 2025 12:15:02 AM	15 Oct, 2025 02:33:47 PM	0:04:26	100	External
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685361583551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
685361583551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	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
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685361583551	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
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685361583551	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
685361583551	[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]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
685361583551	[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]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
685361583551	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
685361583551	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
685361583551	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
685361583551	[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]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
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685361583551	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
685361583551	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
685361583551	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
685361583551	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
685361583551	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	31 Oct, 2025 01:14:09 PM	31 Oct, 2025 01:46:39 PM	30 Oct, 2025 06:22:22 PM	0:17:49	100	External
685361741721	[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]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
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685361741721	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[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]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[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]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
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685361741721	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[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]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
685361741721	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	31 Oct, 2025 08:37:23 PM	31 Oct, 2025 09:07:23 PM	31 Oct, 2025 04:04:22 PM	0:14:07	100	External
684182454821	[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]	31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
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684182454821	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
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684182454821	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821	[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]	31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821	[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]	31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	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
684182454821	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182454821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 08:04:53 PM	31 Oct, 2025 08:18:32 PM	29 Oct, 2025 09:42:21 PM	0:08:36	90	External
684182545510			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 11:40:39 AM	31 Oct, 2025 11:41:09 AM	30 Oct, 2025 04:56:50 PM	0:11:13	100	External
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684182545510			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 11:40:39 AM	31 Oct, 2025 11:41:09 AM	30 Oct, 2025 04:56:50 PM	0:11:13	100	External
684182545510			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 11:40:39 AM	31 Oct, 2025 11:41:09 AM	30 Oct, 2025 04:56:50 PM	0:11:13	100	External
684182545510			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		31 Oct, 2025 11:40:39 AM	31 Oct, 2025 11:41:09 AM	30 Oct, 2025 04:56:50 PM	0:11:13	100	External
684182545510			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 11:40:39 AM	31 Oct, 2025 11:41:09 AM	30 Oct, 2025 04:56:50 PM	0:11:13	100	External
684182545510			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		31 Oct, 2025 11:40:39 AM	31 Oct, 2025 11:41:09 AM	30 Oct, 2025 04:56:50 PM	0:11:13	100	External
684182545510			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 11:40:39 AM	31 Oct, 2025 11:41:09 AM	30 Oct, 2025 04:56:50 PM	0:11:13	100	External
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684182545510			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 11:40:39 AM	31 Oct, 2025 11:41:09 AM	30 Oct, 2025 04:56:50 PM	0:11:13	100	External
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684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
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684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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684182322181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 10:45:04 AM	31 Oct, 2025 11:38:32 AM	29 Oct, 2025 12:47:49 PM	0:14:55	100	External
685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
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685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
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685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
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685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
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685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
685361586289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 11:35:59 AM	31 Oct, 2025 12:23:03 PM	30 Oct, 2025 06:26:49 PM	0:11:34	90	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361754095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685361754095	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Oct, 2025 06:58:16 PM	31 Oct, 2025 07:04:51 PM	31 Oct, 2025 05:09:54 PM	0:13:32	75	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361733774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Oct, 2025 06:16:14 PM	31 Oct, 2025 06:21:17 PM	31 Oct, 2025 03:32:53 PM	0:11:02	85	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361748718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Oct, 2025 05:54:48 PM	31 Oct, 2025 07:03:55 PM	31 Oct, 2025 04:54:35 PM	0:15:57	80	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361701988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 04:00:12 PM	31 Oct, 2025 04:06:15 PM	31 Oct, 2025 01:48:41 PM	0:14:19	90	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361562470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 01:50:17 PM	31 Oct, 2025 02:10:58 PM	30 Oct, 2025 05:12:51 PM	0:12:55	100	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685361645606	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ire	31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
685361645606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 11:37:17 AM	31 Oct, 2025 11:51:22 AM	30 Oct, 2025 10:24:01 PM	0:10:59	80	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
684182552593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 12:13:24 PM	31 Oct, 2025 12:42:31 PM	30 Oct, 2025 04:38:13 PM	0:12:50	95	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	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
685361631148	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer				31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
685361631148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 01:25:02 PM	31 Oct, 2025 01:42:11 PM	30 Oct, 2025 09:18:03 PM	0:12:39	75	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182545093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 01:41:32 PM	31 Oct, 2025 01:53:26 PM	30 Oct, 2025 04:06:05 PM	0:13:47	100	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e	31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
684182489572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 02:23:07 PM	31 Oct, 2025 02:48:42 PM	30 Oct, 2025 12:03:49 PM	0:19:38	95	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	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
685361580197	[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]	31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361580197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 11:54:41 AM	31 Oct, 2025 11:55:23 AM	30 Oct, 2025 07:02:02 PM	0:12:57	100	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
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685361734886			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 04:19:26 PM	31 Oct, 2025 04:26:57 PM	31 Oct, 2025 03:34:09 PM	0:07:57	80	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685361571067	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta	[redacted]	31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			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	yesn		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			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	yesn		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
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685361571067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 10:24:09 PM	31 Oct, 2025 10:46:44 PM	30 Oct, 2025 05:36:42 PM	0:16:47	100	External
685361706689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesn		31 Oct, 2025 06:02:33 PM	31 Oct, 2025 06:09:52 PM	31 Oct, 2025 02:03:35 PM	0:13:23	85	External
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685361706689			CTE_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		31 Oct, 2025 06:02:33 PM	31 Oct, 2025 06:09:52 PM	31 Oct, 2025 02:03:35 PM	0:13:23	85	External
685361706689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta		31 Oct, 2025 06:02:33 PM	31 Oct, 2025 06:09:52 PM	31 Oct, 2025 02:03:35 PM	0:13:23	85	External
685361706689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		31 Oct, 2025 06:02:33 PM	31 Oct, 2025 06:09:52 PM	31 Oct, 2025 02:03:35 PM	0:13:23	85	External
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685361706689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn		31 Oct, 2025 06:02:33 PM	31 Oct, 2025 06:09:52 PM	31 Oct, 2025 02:03:35 PM	0:13:23	85	External
685361706689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		31 Oct, 2025 06:02:33 PM	31 Oct, 2025 06:09:52 PM	31 Oct, 2025 02:03:35 PM	0:13:23	85	External
685361706689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta		31 Oct, 2025 06:02:33 PM	31 Oct, 2025 06:09:52 PM	31 Oct, 2025 02:03:35 PM	0:13:23	85	External
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685361706689			CTE_Credit		Alorica - 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		31 Oct, 2025 06:02:33 PM	31 Oct, 2025 06:09:52 PM	31 Oct, 2025 02:03:35 PM	0:13:23	85	External
685361706689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		31 Oct, 2025 06:02:33 PM	31 Oct, 2025 06:09:52 PM	31 Oct, 2025 02:03:35 PM	0:13:23	85	External
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685361706689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 06:02:33 PM	31 Oct, 2025 06:09:52 PM	31 Oct, 2025 02:03:35 PM	0:13:23	85	External
685361710590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesn		31 Oct, 2025 02:56:04 PM	31 Oct, 2025 03:27:27 PM	31 Oct, 2025 02:12:46 PM	0:07:39	100	External
685361710590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	texta		31 Oct, 2025 02:56:04 PM	31 Oct, 2025 03:27:27 PM	31 Oct, 2025 02:12:46 PM	0:07:39	100	External
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685361710590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		31 Oct, 2025 02:56:04 PM	31 Oct, 2025 03:27:27 PM	31 Oct, 2025 02:12:46 PM	0:07:39	100	External
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685361710590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn		31 Oct, 2025 02:56:04 PM	31 Oct, 2025 03:27:27 PM	31 Oct, 2025 02:12:46 PM	0:07:39	100	External
685361710590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		31 Oct, 2025 02:56:04 PM	31 Oct, 2025 03:27:27 PM	31 Oct, 2025 02:12:46 PM	0:07:39	100	External
685361710590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta		31 Oct, 2025 02:56:04 PM	31 Oct, 2025 03:27:27 PM	31 Oct, 2025 02:12:46 PM	0:07:39	100	External
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685361710590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		31 Oct, 2025 02:56:04 PM	31 Oct, 2025 03:27:27 PM	31 Oct, 2025 02:12:46 PM	0:07:39	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
685361710590	[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]	31 Oct, 2025 02:56:04 PM	31 Oct, 2025 03:27:27 PM	31 Oct, 2025 02:12:46 PM	0:07:39	100	External
685361710590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 02:56:04 PM	31 Oct, 2025 03:27:27 PM	31 Oct, 2025 02:12:46 PM	0:07:39	100	External
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685361710590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 02:56:04 PM	31 Oct, 2025 03:27:27 PM	31 Oct, 2025 02:12:46 PM	0:07:39	100	External
685361710590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 02:56:04 PM	31 Oct, 2025 03:27:27 PM	31 Oct, 2025 02:12:46 PM	0:07:39	100	External
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685361710590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 02:56:04 PM	31 Oct, 2025 03:27:27 PM	31 Oct, 2025 02:12:46 PM	0:07:39	100	External
685361638055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 02:13:00 PM	31 Oct, 2025 02:31:20 PM	30 Oct, 2025 10:01:43 PM	0:11:51	95	External
685361638055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 02:13:00 PM	31 Oct, 2025 02:31:20 PM	30 Oct, 2025 10:01:43 PM	0:11:51	95	External
685361638055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 02:13:00 PM	31 Oct, 2025 02:31:20 PM	30 Oct, 2025 10:01:43 PM	0:11:51	95	External
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685361638055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 02:13:00 PM	31 Oct, 2025 02:31:20 PM	30 Oct, 2025 10:01:43 PM	0:11:51	95	External
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685361638055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 02:13:00 PM	31 Oct, 2025 02:31:20 PM	30 Oct, 2025 10:01:43 PM	0:11:51	95	External
685361638055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 02:13:00 PM	31 Oct, 2025 02:31:20 PM	30 Oct, 2025 10:01:43 PM	0:11:51	95	External
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685361766260			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 07:32:00 PM	31 Oct, 2025 07:40:41 PM	31 Oct, 2025 06:21:52 PM	0:06:59	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
685361766260	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	31 Oct, 2025 07:32:00 PM	31 Oct, 2025 07:40:41 PM	31 Oct, 2025 06:21:52 PM	0:06:59	80	External
685361766260			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 07:32:00 PM	31 Oct, 2025 07:40:41 PM	31 Oct, 2025 06:21:52 PM	0:06:59	80	External
685361766260			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 07:32:00 PM	31 Oct, 2025 07:40:41 PM	31 Oct, 2025 06:21:52 PM	0:06:59	80	External
685361766260			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 07:32:00 PM	31 Oct, 2025 07:40:41 PM	31 Oct, 2025 06:21:52 PM	0:06:59	80	External
685361766260			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 07:32:00 PM	31 Oct, 2025 07:40:41 PM	31 Oct, 2025 06:21:52 PM	0:06:59	80	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure				31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
685361588010			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 07:57:59 PM	31 Oct, 2025 08:32:52 PM	30 Oct, 2025 06:28:11 PM	0:16:03	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
684182540129			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 10:29:54 AM	31 Oct, 2025 10:45:55 AM	30 Oct, 2025 03:18:26 PM	0:10:39	100	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	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
685361742122	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361742122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Oct, 2025 05:22:55 PM	31 Oct, 2025 05:49:34 PM	31 Oct, 2025 04:20:28 PM	0:07:41	60	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361696573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Oct, 2025 03:45:02 PM	31 Oct, 2025 04:10:42 PM	31 Oct, 2025 01:26:57 PM	0:13:54	90	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 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
685361728860	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361728860			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 06:08:38 PM	31 Oct, 2025 06:22:56 PM	31 Oct, 2025 04:35:35 PM	0:09:45	95	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	s	31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	or	31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	4.	31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361739337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 04:42:04 PM	31 Oct, 2025 05:15:04 PM	31 Oct, 2025 03:53:33 PM	0:19:02	90	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	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
685361684174	[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]	31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361684174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 07:27:49 PM	31 Oct, 2025 07:50:22 PM	31 Oct, 2025 12:31:16 PM	0:16:15	100	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361687932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 08:35:35 PM	31 Oct, 2025 08:41:03 PM	31 Oct, 2025 12:48:32 PM	0:11:32	95	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	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
685361601113	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361601113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 10:48:26 AM	31 Oct, 2025 11:11:58 AM	30 Oct, 2025 07:29:50 PM	0:11:36	80	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
685361804028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 09:24:11 PM	31 Oct, 2025 09:43:40 PM	31 Oct, 2025 08:54:04 PM	0:06:03	75	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
684182335492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Oct, 2025 09:14:45 PM	31 Oct, 2025 09:32:55 PM	29 Oct, 2025 02:03:37 PM	0:16:34	95	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	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
685361947722			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 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			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 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			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 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685361947722			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 04:04:10 PM	03 Nov, 2025 04:16:41 PM	03 Nov, 2025 02:10:04 PM	0:13:33	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		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 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
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685362044709			CTE_Credit		Alorica - CT 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 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685362044709			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 08:18:24 PM	03 Nov, 2025 08:25:07 PM	03 Nov, 2025 07:28:21 PM	0:11:08	100	External
685361943850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
685361943850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
685361943850			CTE_Credit		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 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
685361943850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
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685361943850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
685361943850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
685361943850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
685361943850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	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
685361943850	[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]	03 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
685361943850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
685361943850			CTE_Credit		Alorica - CT 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 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
685361943850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
685361943850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
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685361943850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 03:59:53 PM	03 Nov, 2025 04:06:15 PM	03 Nov, 2025 01:19:24 PM	0:09:45	80	External
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685361985513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 04:22:19 PM	03 Nov, 2025 04:36:44 PM	03 Nov, 2025 03:02:58 PM	0:13:43	95	External
685361985513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 04:22:19 PM	03 Nov, 2025 04:36:44 PM	03 Nov, 2025 03:02:58 PM	0:13:43	95	External
685361985513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 04:22:19 PM	03 Nov, 2025 04:36:44 PM	03 Nov, 2025 03:02:58 PM	0:13:43	95	External
685361985513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 04:22:19 PM	03 Nov, 2025 04:36:44 PM	03 Nov, 2025 03:02:58 PM	0:13:43	95	External
685361985513			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 Nov, 2025 04:22:19 PM	03 Nov, 2025 04:36:44 PM	03 Nov, 2025 03:02:58 PM	0:13:43	95	External
685361985513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 04:22:19 PM	03 Nov, 2025 04:36:44 PM	03 Nov, 2025 03:02:58 PM	0:13:43	95	External
685361985513			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 Nov, 2025 04:22:19 PM	03 Nov, 2025 04:36:44 PM	03 Nov, 2025 03:02:58 PM	0:13:43	95	External
685361985513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 04:22:19 PM	03 Nov, 2025 04:36:44 PM	03 Nov, 2025 03:02:58 PM	0:13:43	95	External
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685361985513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 04:22:19 PM	03 Nov, 2025 04:36:44 PM	03 Nov, 2025 03:02:58 PM	0:13:43	95	External
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685361985513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 04:22:19 PM	03 Nov, 2025 04:36:44 PM	03 Nov, 2025 03:02:58 PM	0:13:43	95	External
685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
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685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
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685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361974665			CTE_Credit		Alorica - CT 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 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	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
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685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361974665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 05:02:55 PM	03 Nov, 2025 05:31:18 PM	03 Nov, 2025 03:20:28 PM	0:09:24	85	External
685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
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685361965065			CTE_Credit		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 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
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685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
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685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
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685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
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685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
685361965065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 05:20:48 PM	03 Nov, 2025 05:36:39 PM	03 Nov, 2025 03:16:56 PM	0:11:57	75	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		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 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT 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 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361955263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 04:11:42 PM	03 Nov, 2025 04:24:48 PM	03 Nov, 2025 02:57:35 PM	0:11:45	100	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		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 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	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
685361993120	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT 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 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685361993120			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 05:24:02 PM	03 Nov, 2025 05:31:24 PM	03 Nov, 2025 04:52:11 PM	0:13:20	90	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			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 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			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 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			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 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685362018943			CTE_Credit_Payment_		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 07:17:11 PM	03 Nov, 2025 07:30:06 PM	03 Nov, 2025 04:19:15 PM	0:10:50	95	External
685361943081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit		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 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	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
685361943081	[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]	03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit	Alorica - CT 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 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943081			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 02:21:10 PM	03 Nov, 2025 02:50:28 PM	03 Nov, 2025 01:25:22 PM	0:27:21	95	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	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 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT 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 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361943161			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 04:09:15 PM	03 Nov, 2025 04:30:19 PM	03 Nov, 2025 01:48:25 PM	0:14:13	100	External
685361992073			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit	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 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit	Alorica - CT 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 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	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
685361992073	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361992073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 05:52:16 PM	03 Nov, 2025 06:02:30 PM	03 Nov, 2025 04:52:32 PM	0:16:27	55	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		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 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT 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 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361996618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 06:36:26 PM	03 Nov, 2025 07:50:20 PM	03 Nov, 2025 04:59:49 PM	0:13:35	85	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			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 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			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 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			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 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685361966296	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361966296			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 03:35:39 PM	03 Nov, 2025 03:58:32 PM	03 Nov, 2025 03:21:40 PM	0:10:24	100	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			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		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			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		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			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		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
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685361995256			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 07:46:39 PM	03 Nov, 2025 07:58:22 PM	03 Nov, 2025 03:21:16 PM	0:10:23	95	External
685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
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685361973968			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 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
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685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			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 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			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 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
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685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685361973968			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 05:34:28 PM	03 Nov, 2025 05:50:06 PM	03 Nov, 2025 02:49:02 PM	0:11:33	80	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	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
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685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			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 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			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 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
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685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685362031775			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 06:57:14 PM	03 Nov, 2025 07:07:40 PM	03 Nov, 2025 04:53:05 PM	0:13:16	90	External
685361946682			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
685361946682			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
685361946682			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		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
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685361946682			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
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685361946682			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
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685361946682			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
685361946682			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
685361946682			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		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
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685361946682			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		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
685361946682			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
685361946682			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
685361946682			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
685361946682			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
685361946682			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
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685361946682			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 05:51:59 PM	03 Nov, 2025 06:00:53 PM	03 Nov, 2025 01:30:35 PM	0:11:02	95	External
685361973341			CTE_Credit	J	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit	J	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit	J	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 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
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685361973341			CTE_Credit	J	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit	J	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit	J	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit	J	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit	J	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit	J	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	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
685361973341	[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	03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit		Alorica - CT 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 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361973341			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Nov, 2025 04:46:17 PM	03 Nov, 2025 04:46:54 PM	03 Nov, 2025 03:50:12 PM	0:16:52	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		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 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT 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 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685361992167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Nov, 2025 08:55:12 PM	03 Nov, 2025 09:17:10 PM	03 Nov, 2025 04:39:59 PM	0:17:32	100	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			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 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			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 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			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 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization			03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	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
685362037871	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685362037871			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Nov, 2025 09:37:52 PM	03 Nov, 2025 10:02:07 PM	03 Nov, 2025 07:03:34 PM	0:18:28	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			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	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			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	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			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	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361947375			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Nov, 2025 03:27:56 PM	03 Nov, 2025 03:47:36 PM	03 Nov, 2025 01:22:44 PM	0:13:16	95	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			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 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
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685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			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 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685361957164			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Nov, 2025 05:22:38 PM	03 Nov, 2025 05:31:53 PM	03 Nov, 2025 01:49:27 PM	0:14:05	100	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			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 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	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
685362010181	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			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 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			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 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362010181			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 07:02:41 PM	03 Nov, 2025 07:09:51 PM	03 Nov, 2025 05:38:27 PM	0:10:44	95	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			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		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			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		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			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		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685362039980			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 11:32:50 PM	03 Nov, 2025 11:33:23 PM	03 Nov, 2025 07:41:06 PM	0:19:50	100	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		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 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT 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 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685361957419	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361957419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 04:31:34 PM	03 Nov, 2025 04:42:41 PM	03 Nov, 2025 02:57:55 PM	0:08:31	80	External
685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361974716			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 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
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685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361974716			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 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
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685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361974716			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 06:41:39 PM	03 Nov, 2025 07:42:18 PM	03 Nov, 2025 02:49:17 PM	0:10:27	80	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		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 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT 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 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	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
685361943175	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685361943175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 03:27:50 PM	03 Nov, 2025 03:34:40 PM	03 Nov, 2025 01:15:24 PM	0:08:38	95	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		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 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT 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 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685362008939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 06:14:49 PM	03 Nov, 2025 06:22:44 PM	03 Nov, 2025 05:37:02 PM	0:13:16	65	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		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 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT 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 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685361961443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Nov, 2025 05:59:12 PM	03 Nov, 2025 06:12:22 PM	03 Nov, 2025 03:06:09 PM	0:10:31	85	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			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 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			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 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			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 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362130988			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 03:36:05 PM	04 Nov, 2025 03:51:42 PM	03 Nov, 2025 09:36:43 PM	0:15:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		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 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT 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 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362025713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 11:42:44 AM	04 Nov, 2025 11:50:36 AM	03 Nov, 2025 06:29:57 PM	0:10:19	90	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		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 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	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
685362057554	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT 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 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362057554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 12:47:54 PM	04 Nov, 2025 12:54:40 PM	03 Nov, 2025 08:01:41 PM	0:09:07	100	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		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 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT 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 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362034536			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 01:31:33 PM	04 Nov, 2025 02:28:49 PM	03 Nov, 2025 07:03:02 PM	0:19:41	80	External
685362022343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
685362022343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
685362022343			CTE_Credit		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 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
685362022343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
685362022343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
685362022343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
685362022343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
685362022343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
685362022343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
685362022343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	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
68536202234	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
68536202234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
68536202234			CTE_Credit		Alorica - CT 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 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
68536202234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
68536202234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
68536202234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
68536202234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
68536202234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
68536202234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
68536202234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 05:50:29 PM	04 Nov, 2025 05:57:33 PM	03 Nov, 2025 06:16:02 PM	0:11:45	100	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		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 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT 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 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536220060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 03:17:40 PM	04 Nov, 2025 03:30:03 PM	04 Nov, 2025 02:56:49 PM	0:08:15	80	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
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68536207698			CTE_Credit		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 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT 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 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
68536207698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	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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685362076985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
685362076985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 01:20:50 PM	04 Nov, 2025 01:51:02 PM	03 Nov, 2025 09:01:11 PM	0:10:39	95	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
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685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT 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 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362183589			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 03:03:49 PM	04 Nov, 2025 03:08:04 PM	04 Nov, 2025 02:32:03 PM	0:11:14	80	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		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 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
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685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT 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 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
685362241567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 08:50:44 PM	04 Nov, 2025 09:04:11 PM	04 Nov, 2025 06:04:50 PM	0:10:15	95	External
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685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		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 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
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685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT 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 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362026394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 12:05:13 PM	04 Nov, 2025 12:13:53 PM	03 Nov, 2025 06:42:17 PM	0:08:47	95	External
685362030616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
685362030616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
685362030616			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 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
685362030616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
685362030616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
685362030616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
685362030616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
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685362030616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
685362030616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
685362030616			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 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
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685362030616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
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685362030616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
685362030616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
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685362030616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 02:44:29 PM	04 Nov, 2025 03:00:01 PM	03 Nov, 2025 06:41:17 PM	0:14:35	100	External
685362087902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 01:18:16 PM	04 Nov, 2025 01:28:29 PM	03 Nov, 2025 09:26:11 PM	0:10:07	95	External
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685362087902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 01:18:16 PM	04 Nov, 2025 01:28:29 PM	03 Nov, 2025 09:26:11 PM	0:10:07	95	External
685362087902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 01:18:16 PM	04 Nov, 2025 01:28:29 PM	03 Nov, 2025 09:26:11 PM	0:10:07	95	External
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685362087902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 01:18:16 PM	04 Nov, 2025 01:28:29 PM	03 Nov, 2025 09:26:11 PM	0:10:07	95	External
685362087902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 01:18:16 PM	04 Nov, 2025 01:28:29 PM	03 Nov, 2025 09:26:11 PM	0:10:07	95	External
685362087902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 01:18:16 PM	04 Nov, 2025 01:28:29 PM	03 Nov, 2025 09:26:11 PM	0:10:07	95	External
685362087902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 01:18:16 PM	04 Nov, 2025 01:28:29 PM	03 Nov, 2025 09:26:11 PM	0:10:07	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
685362087902	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	04 Nov, 2025 01:18:16 PM	04 Nov, 2025 01:28:29 PM	03 Nov, 2025 09:26:11 PM	0:10:07	95	External
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685362087902			CTE_Credit		Alorica - CT 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 Nov, 2025 01:18:16 PM	04 Nov, 2025 01:28:29 PM	03 Nov, 2025 09:26:11 PM	0:10:07	95	External
685362087902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 01:18:16 PM	04 Nov, 2025 01:28:29 PM	03 Nov, 2025 09:26:11 PM	0:10:07	95	External
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685362087902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 01:18:16 PM	04 Nov, 2025 01:28:29 PM	03 Nov, 2025 09:26:11 PM	0:10:07	95	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		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 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT 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 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
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685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
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685361942955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 11:11:07 AM	04 Nov, 2025 11:19:27 AM	03 Nov, 2025 01:03:00 PM	0:14:02	100	External
685362175686			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 03:15:05 PM	04 Nov, 2025 03:33:05 PM	04 Nov, 2025 01:22:58 PM	0:10:52	75	External
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685362175686			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 Nov, 2025 03:15:05 PM	04 Nov, 2025 03:33:05 PM	04 Nov, 2025 01:22:58 PM	0:10:52	75	External
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685362175686			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 03:15:05 PM	04 Nov, 2025 03:33:05 PM	04 Nov, 2025 01:22:58 PM	0:10:52	75	External
685362175686			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 03:15:05 PM	04 Nov, 2025 03:33:05 PM	04 Nov, 2025 01:22:58 PM	0:10:52	75	External
685362175686			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 03:15:05 PM	04 Nov, 2025 03:33:05 PM	04 Nov, 2025 01:22:58 PM	0:10:52	75	External
685362175686			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 03:15:05 PM	04 Nov, 2025 03:33:05 PM	04 Nov, 2025 01:22:58 PM	0:10:52	75	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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685362175686			CTE_Credit_Paym		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 03:15:05 PM	04 Nov, 2025 03:33:05 PM	04 Nov, 2025 01:22:58 PM	0:10:52	75	External
685362175686			CTE_Credit_Paym		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 03:15:05 PM	04 Nov, 2025 03:33:05 PM	04 Nov, 2025 01:22:58 PM	0:10:52	75	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		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 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT 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 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362175883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 02:34:13 PM	04 Nov, 2025 03:09:00 PM	04 Nov, 2025 01:50:28 PM	0:11:54	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		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 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT 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 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	95	External
685362184810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 04:24:34 PM	04 Nov, 2025 04:32:37 PM	04 Nov, 2025 02:36:52 PM	0:11:05	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
685362116956	[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]	04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		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 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT 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 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362116956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 11:17:10 AM	04 Nov, 2025 11:32:00 AM	04 Nov, 2025 12:32:21 AM	0:10:06	95	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		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 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT 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 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362278401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 08:08:29 PM	04 Nov, 2025 08:18:18 PM	04 Nov, 2025 07:07:06 PM	0:08:40	85	External
685362098971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971			CTE_Credit		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 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	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
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT 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 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	a	04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685362098971		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 02:50:17 PM	04 Nov, 2025 03:02:21 PM	03 Nov, 2025 10:45:22 PM	0:10:19	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		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 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		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 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		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 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685361958441		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 02:01:03 PM	04 Nov, 2025 02:13:59 PM	03 Nov, 2025 01:53:06 PM	0:12:43	95	External
685362222449		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		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 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		Alorica - CT 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 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	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
685362222449	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362222449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 06:33:13 PM	04 Nov, 2025 06:43:24 PM	04 Nov, 2025 04:37:01 PM	0:08:04	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		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 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT 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 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
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685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362089144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 12:28:54 PM	04 Nov, 2025 12:35:09 PM	03 Nov, 2025 09:31:17 PM	0:10:34	100	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		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 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	es ms	04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT 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 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362091307	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685362091307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 04:06:18 PM	04 Nov, 2025 06:52:02 PM	03 Nov, 2025 09:49:17 PM	0:12:25	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		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 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT 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 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685361953213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Nov, 2025 12:27:29 PM	04 Nov, 2025 12:51:16 PM	03 Nov, 2025 02:45:31 PM	0:14:35	95	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		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 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT 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 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362429566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Nov, 2025 06:58:15 PM	05 Nov, 2025 07:13:01 PM	05 Nov, 2025 05:30:03 PM	0:11:51	100	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		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 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	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
685362381300	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT 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 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362381300			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Nov, 2025 05:31:57 PM	05 Nov, 2025 05:44:32 PM	05 Nov, 2025 02:37:45 PM	0:08:57	70	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362412735			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Nov, 2025 08:50:58 PM	05 Nov, 2025 08:58:42 PM	05 Nov, 2025 05:14:16 PM	0:09:54	100	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		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 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT 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 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	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
685362461925	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362461925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Nov, 2025 09:18:33 PM	05 Nov, 2025 09:37:45 PM	05 Nov, 2025 07:47:48 PM	0:12:49	70	External
685362406428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Nov, 2025 07:57:21 PM	05 Nov, 2025 08:09:33 PM	05 Nov, 2025 04:44:19 PM	0:08:27	80	External
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685362406428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Nov, 2025 07:57:21 PM	05 Nov, 2025 08:09:33 PM	05 Nov, 2025 04:44:19 PM	0:08:27	80	External
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685362406428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Nov, 2025 07:57:21 PM	05 Nov, 2025 08:09:33 PM	05 Nov, 2025 04:44:19 PM	0:08:27	80	External
685362406428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Nov, 2025 07:57:21 PM	05 Nov, 2025 08:09:33 PM	05 Nov, 2025 04:44:19 PM	0:08:27	80	External
685362406428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Nov, 2025 07:57:21 PM	05 Nov, 2025 08:09:33 PM	05 Nov, 2025 04:44:19 PM	0:08:27	80	External
685362406428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Nov, 2025 07:57:21 PM	05 Nov, 2025 08:09:33 PM	05 Nov, 2025 04:44:19 PM	0:08:27	80	External
685362406428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Nov, 2025 07:57:21 PM	05 Nov, 2025 08:09:33 PM	05 Nov, 2025 04:44:19 PM	0:08:27	80	External
685362406428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:57:21 PM	05 Nov, 2025 08:09:33 PM	05 Nov, 2025 04:44:19 PM	0:08:27	80	External
685362406428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Nov, 2025 07:57:21 PM	05 Nov, 2025 08:09:33 PM	05 Nov, 2025 04:44:19 PM	0:08:27	80	External
685362406428			CTE_Credit		Alorica - CT 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 Nov, 2025 07:57:21 PM	05 Nov, 2025 08:09:33 PM	05 Nov, 2025 04:44:19 PM	0:08:27	80	External
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685362307896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Nov, 2025 12:52:34 PM	05 Nov, 2025 01:05:15 PM	04 Nov, 2025 08:41:19 PM	0:11:46	75	External
685362307896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Nov, 2025 12:52:34 PM	05 Nov, 2025 01:05:15 PM	04 Nov, 2025 08:41:19 PM	0:11:46	75	External
685362307896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Nov, 2025 12:52:34 PM	05 Nov, 2025 01:05:15 PM	04 Nov, 2025 08:41:19 PM	0:11:46	75	External
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685362307896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Nov, 2025 12:52:34 PM	05 Nov, 2025 01:05:15 PM	04 Nov, 2025 08:41:19 PM	0:11:46	75	External
685362307896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:52:34 PM	05 Nov, 2025 01:05:15 PM	04 Nov, 2025 08:41:19 PM	0:11:46	75	External
685362307896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Nov, 2025 12:52:34 PM	05 Nov, 2025 01:05:15 PM	04 Nov, 2025 08:41:19 PM	0:11:46	75	External
685362307896			CTE_Credit		Alorica - CT 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 Nov, 2025 12:52:34 PM	05 Nov, 2025 01:05:15 PM	04 Nov, 2025 08:41:19 PM	0:11:46	75	External
685362307896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Nov, 2025 12:52:34 PM	05 Nov, 2025 01:05:15 PM	04 Nov, 2025 08:41:19 PM	0:11:46	75	External
685362307896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Nov, 2025 12:52:34 PM	05 Nov, 2025 01:05:15 PM	04 Nov, 2025 08:41:19 PM	0:11:46	75	External
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685362307896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Nov, 2025 12:52:34 PM	05 Nov, 2025 01:05:15 PM	04 Nov, 2025 08:41:19 PM	0:11:46	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
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685362307896	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	05 Nov, 2025 12:52:34 PM	05 Nov, 2025 01:05:15 PM	04 Nov, 2025 08:41:19 PM	0:11:46	75	External
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685362391663	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	05 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362391663	[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 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362391663	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	05 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362391663	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	05 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362391663	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	05 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362391663	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	05 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362391663	[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 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
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685362391663	[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 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362391663	[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 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362391663	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	05 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362391663	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	05 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
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685362391663	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	05 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362391663	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	05 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362391663	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	05 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362391663	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	05 Nov, 2025 04:19:37 PM	05 Nov, 2025 08:06:42 PM	05 Nov, 2025 03:06:14 PM	0:13:45	65	External
685362320635	[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 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[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 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[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 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[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 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[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 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[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 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[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 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	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
685362320635	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362320635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Nov, 2025 01:29:41 PM	05 Nov, 2025 01:53:21 PM	04 Nov, 2025 09:15:05 PM	0:20:02	95	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		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 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT 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 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362069527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Nov, 2025 12:15:51 PM	05 Nov, 2025 12:31:04 PM	03 Nov, 2025 08:46:38 PM	0:15:28	75	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		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 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT 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 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer				05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362435077	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362435077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Nov, 2025 06:09:18 PM	05 Nov, 2025 06:26:41 PM	05 Nov, 2025 05:25:00 PM	0:14:18	85	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		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 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT 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 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362423863			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Nov, 2025 08:50:20 PM	05 Nov, 2025 08:58:15 PM	05 Nov, 2025 05:12:52 PM	0:12:23	95	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		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 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT 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 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	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
685362399809	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362399809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Nov, 2025 08:20:41 PM	05 Nov, 2025 08:38:34 PM	05 Nov, 2025 03:40:31 PM	0:15:57	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362553125			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Nov, 2025 05:19:51 PM	06 Nov, 2025 05:38:01 PM	06 Nov, 2025 02:15:59 PM	0:14:37	100	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		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 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT 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 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]h	06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362430816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Nov, 2025 02:16:27 PM	06 Nov, 2025 02:44:38 PM	05 Nov, 2025 05:45:36 PM	0:19:30	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	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
685362590392	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	03 06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362590392			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	ne 06 Nov, 2025 06:58:58 PM	06 Nov, 2025 07:20:51 PM	06 Nov, 2025 04:53:39 PM	0:10:37	90	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		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 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT 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 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362648922			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 Nov, 2025 10:00:23 PM	06 Nov, 2025 10:02:48 PM	06 Nov, 2025 07:43:09 PM	0:21:48	100	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		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 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT 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 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	e 06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362522076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 Nov, 2025 03:47:59 PM	06 Nov, 2025 04:06:02 PM	05 Nov, 2025 11:17:09 PM	0:09:02	75	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		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 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	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
685362380386	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT 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 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362380386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Nov, 2025 06:05:55 PM	06 Nov, 2025 06:19:53 PM	05 Nov, 2025 02:36:23 PM	0:10:44	90	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		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 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT 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 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362614323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Nov, 2025 07:41:36 PM	06 Nov, 2025 08:13:36 PM	06 Nov, 2025 05:24:23 PM	0:15:59	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		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 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 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
685362366795	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT 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 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362366795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Nov, 2025 05:05:58 PM	06 Nov, 2025 05:14:29 PM	05 Nov, 2025 01:12:00 PM	0:13:29	85	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		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 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT 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 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362283742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Nov, 2025 03:06:21 PM	06 Nov, 2025 04:07:20 PM	04 Nov, 2025 07:19:58 PM	0:18:48	70	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		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 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	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
685362501504	[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 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT 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 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362501504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Nov, 2025 11:26:04 AM	06 Nov, 2025 11:37:05 AM	05 Nov, 2025 10:31:49 PM	0:14:53	90	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		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 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT 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 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362602296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Nov, 2025 10:56:19 PM	06 Nov, 2025 11:01:13 PM	06 Nov, 2025 04:38:36 PM	0:17:20	100	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		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 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT 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 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	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
685362201439	T		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362201439	T		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Nov, 2025 03:18:58 PM	06 Nov, 2025 03:31:47 PM	04 Nov, 2025 03:23:15 PM	0:10:42	95	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
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685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362593141	T		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Nov, 2025 06:39:56 PM	06 Nov, 2025 06:55:23 PM	06 Nov, 2025 05:10:43 PM	0:07:19	100	External
685362450123	A		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123	A		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123	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		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123	A		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123	A		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT 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 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362450123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 05:47:08 PM	07 Nov, 2025 05:52:18 PM	05 Nov, 2025 07:00:55 PM	0:06:10	100	External
685362777667	E		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667	E		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667	E		CTE_Credit		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 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667	E		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667	E		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667	E		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667	E		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667	E		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667	E		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667	E		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667	E		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667	E		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667	E		CTE_Credit		Alorica - CT 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 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	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
685362777667	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362777667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 09:38:13 PM	07 Nov, 2025 09:43:27 PM	07 Nov, 2025 05:53:52 PM	0:08:22	90	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		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 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT 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 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362409260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 11:25:20 AM	07 Nov, 2025 11:34:18 AM	05 Nov, 2025 04:27:15 PM	0:22:30	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		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 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT 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 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	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
685362792378	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362792378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 09:16:29 PM	07 Nov, 2025 09:40:47 PM	07 Nov, 2025 06:56:59 PM	0:13:58	100	External
685362688382			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 11:44:15 AM	07 Nov, 2025 11:58:17 AM	06 Nov, 2025 11:00:12 PM	0:11:11	90	External
685362688382			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 11:44:15 AM	07 Nov, 2025 11:58:17 AM	06 Nov, 2025 11:00:12 PM	0:11:11	90	External
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685362688382			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 11:44:15 AM	07 Nov, 2025 11:58:17 AM	06 Nov, 2025 11:00:12 PM	0:11:11	90	External
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685362688382			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 11:44:15 AM	07 Nov, 2025 11:58:17 AM	06 Nov, 2025 11:00:12 PM	0:11:11	90	External
685362688382			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		07 Nov, 2025 11:44:15 AM	07 Nov, 2025 11:58:17 AM	06 Nov, 2025 11:00:12 PM	0:11:11	90	External
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685362688382			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		07 Nov, 2025 11:44:15 AM	07 Nov, 2025 11:58:17 AM	06 Nov, 2025 11:00:12 PM	0:11:11	90	External
685362688382			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 11:44:15 AM	07 Nov, 2025 11:58:17 AM	06 Nov, 2025 11:00:12 PM	0:11:11	90	External
685362688382			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 11:44:15 AM	07 Nov, 2025 11:58:17 AM	06 Nov, 2025 11:00:12 PM	0:11:11	90	External
685362688382			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 11:44:15 AM	07 Nov, 2025 11:58:17 AM	06 Nov, 2025 11:00:12 PM	0:11:11	90	External
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685362755950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 08:52:33 PM	07 Nov, 2025 09:20:51 PM	07 Nov, 2025 04:32:34 PM	0:07:39	90	External
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685362755950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 08:52:33 PM	07 Nov, 2025 09:20:51 PM	07 Nov, 2025 04:32:34 PM	0:07:39	90	External
685362755950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 08:52:33 PM	07 Nov, 2025 09:20:51 PM	07 Nov, 2025 04:32:34 PM	0:07:39	90	External
685362755950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:52:33 PM	07 Nov, 2025 09:20:51 PM	07 Nov, 2025 04:32:34 PM	0:07:39	90	External
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685362755950			CTE_Credit		Alorica - CT 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 Nov, 2025 08:52:33 PM	07 Nov, 2025 09:20:51 PM	07 Nov, 2025 04:32:34 PM	0:07:39	90	External
685362755950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 08:52:33 PM	07 Nov, 2025 09:20:51 PM	07 Nov, 2025 04:32:34 PM	0:07:39	90	External
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685362755950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 08:52:33 PM	07 Nov, 2025 09:20:51 PM	07 Nov, 2025 04:32:34 PM	0:07:39	90	External
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685362371489			CTE_Credit		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 Nov, 2025 05:20:36 PM	07 Nov, 2025 05:55:15 PM	05 Nov, 2025 01:44:47 PM	0:10:59	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
685362371489	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	07 Nov, 2025 05:20:36 PM	07 Nov, 2025 05:55:15 PM	05 Nov, 2025 01:44:47 PM	0:10:59	95	External
685362371489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 05:20:36 PM	07 Nov, 2025 05:55:15 PM	05 Nov, 2025 01:44:47 PM	0:10:59	95	External
685362371489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 05:20:36 PM	07 Nov, 2025 05:55:15 PM	05 Nov, 2025 01:44:47 PM	0:10:59	95	External
685362371489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 05:20:36 PM	07 Nov, 2025 05:55:15 PM	05 Nov, 2025 01:44:47 PM	0:10:59	95	External
685362371489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 05:20:36 PM	07 Nov, 2025 05:55:15 PM	05 Nov, 2025 01:44:47 PM	0:10:59	95	External
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685362371489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 05:20:36 PM	07 Nov, 2025 05:55:15 PM	05 Nov, 2025 01:44:47 PM	0:10:59	95	External
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685362371489			CTE_Credit		Alorica - CT 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 Nov, 2025 05:20:36 PM	07 Nov, 2025 05:55:15 PM	05 Nov, 2025 01:44:47 PM	0:10:59	95	External
685362371489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 05:20:36 PM	07 Nov, 2025 05:55:15 PM	05 Nov, 2025 01:44:47 PM	0:10:59	95	External
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685362371489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 05:20:36 PM	07 Nov, 2025 05:55:15 PM	05 Nov, 2025 01:44:47 PM	0:10:59	95	External
685362795725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 08:02:00 PM	07 Nov, 2025 08:09:56 PM	07 Nov, 2025 07:07:27 PM	0:07:00	60	External
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685362795725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 08:02:00 PM	07 Nov, 2025 08:09:56 PM	07 Nov, 2025 07:07:27 PM	0:07:00	60	External
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685362795725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 08:02:00 PM	07 Nov, 2025 08:09:56 PM	07 Nov, 2025 07:07:27 PM	0:07:00	60	External
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685362795725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 08:02:00 PM	07 Nov, 2025 08:09:56 PM	07 Nov, 2025 07:07:27 PM	0:07:00	60	External
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685362795725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 08:02:00 PM	07 Nov, 2025 08:09:56 PM	07 Nov, 2025 07:07:27 PM	0:07:00	60	External
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685362795725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 08:02:00 PM	07 Nov, 2025 08:09:56 PM	07 Nov, 2025 07:07:27 PM	0:07:00	60	External
685362795725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 08:02:00 PM	07 Nov, 2025 08:09:56 PM	07 Nov, 2025 07:07:27 PM	0:07:00	60	External
685362795725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 08:02:00 PM	07 Nov, 2025 08:09:56 PM	07 Nov, 2025 07:07:27 PM	0:07:00	60	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			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 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	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
685362642120	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			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 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			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 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362642120			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 11:24:30 AM	07 Nov, 2025 11:42:05 AM	06 Nov, 2025 07:09:58 PM	0:11:52	80	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		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 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT 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 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362784626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 08:20:57 PM	07 Nov, 2025 08:28:11 PM	07 Nov, 2025 06:23:28 PM	0:07:30	100	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		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 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	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
685362792477	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT 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 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362792477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 08:32:26 PM	07 Nov, 2025 08:43:39 PM	07 Nov, 2025 07:00:44 PM	0:08:55	85	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		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 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT 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 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362766533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 09:24:45 PM	07 Nov, 2025 09:29:31 PM	07 Nov, 2025 06:06:58 PM	0:12:20	95	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		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 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT 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 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	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
685362804681	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362804681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 10:14:41 PM	07 Nov, 2025 10:29:33 PM	07 Nov, 2025 07:58:39 PM	0:14:08	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		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 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT 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 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362761326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 07:24:34 PM	07 Nov, 2025 07:42:36 PM	07 Nov, 2025 04:52:04 PM	0:13:18	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		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 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT 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 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	for	07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362652621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 03:57:32 PM	07 Nov, 2025 04:25:59 PM	06 Nov, 2025 08:02:01 PM	0:13:35	100	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 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
685362194510	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			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 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			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 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			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 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362194510			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 07:08:27 PM	07 Nov, 2025 07:28:21 PM	04 Nov, 2025 03:09:09 PM	0:14:01	90	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		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 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	text		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]will	07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT 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 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362711406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 07:46:47 PM	07 Nov, 2025 07:52:34 PM	07 Nov, 2025 01:42:55 PM	0:13:55	85	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		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 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	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
685362562971	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT 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 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362562971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 02:59:23 PM	07 Nov, 2025 03:11:59 PM	06 Nov, 2025 02:44:00 PM	0:12:05	100	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		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 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
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685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT 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 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362748800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 06:05:38 PM	07 Nov, 2025 06:14:10 PM	07 Nov, 2025 04:05:53 PM	0:17:11	70	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		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 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	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
685362686958	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	[redacted]	07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT 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 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
685362686958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 06:50:28 PM	07 Nov, 2025 07:14:04 PM	06 Nov, 2025 10:50:47 PM	0:13:25	95	External
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685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			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 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
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685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			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		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362586095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 12:08:33 PM	07 Nov, 2025 12:16:55 PM	06 Nov, 2025 03:39:56 PM	0:11:58	90	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			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		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			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		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
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685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	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
685362705746	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362705746			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 02:28:03 PM	07 Nov, 2025 02:39:56 PM	07 Nov, 2025 01:17:24 PM	0:10:42	75	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		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 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT 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 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362754735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Nov, 2025 07:52:38 PM	07 Nov, 2025 09:09:17 PM	07 Nov, 2025 04:26:14 PM	0:14:08	85	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ete	07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	e	07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	nd	07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685362747113			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362747113	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	07 Nov, 2025 08:54:43 PM	07 Nov, 2025 09:15:38 PM	07 Nov, 2025 04:51:57 PM	0:08:37	80	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			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 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			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 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			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 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685363039656			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 04:50:54 PM	11 Nov, 2025 05:03:21 PM	10 Nov, 2025 09:00:08 PM	0:10:15	100	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			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 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			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 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			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 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685362774956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 12:01:43 PM	10 Nov, 2025 12:15:13 PM	07 Nov, 2025 05:53:41 PM	0:11:55	80	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		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 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	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
685363016741	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT 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 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685363016741			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 06:45:40 PM	11 Nov, 2025 06:51:40 PM	10 Nov, 2025 08:31:54 PM	0:06:17	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		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 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT 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 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362293964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 08:17:50 PM	10 Nov, 2025 08:21:20 PM	04 Nov, 2025 07:55:13 PM	0:09:36	100	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		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 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT 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 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362743347	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685362743347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 12:16:16 PM	10 Nov, 2025 12:35:58 PM	07 Nov, 2025 03:46:53 PM	0:11:20	95	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		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 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT 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 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685363061061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 05:47:52 PM	11 Nov, 2025 05:59:24 PM	10 Nov, 2025 11:22:56 PM	0:16:22	100	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			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 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			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 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			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 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362976849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 06:20:30 PM	11 Nov, 2025 06:28:49 PM	10 Nov, 2025 05:07:11 PM	0:10:16	90	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362907478	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	[redacted]	11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362907478			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 06:59:03 PM	11 Nov, 2025 07:04:09 PM	10 Nov, 2025 01:12:40 PM	0:05:26	100	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362787210			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 12:37:00 PM	10 Nov, 2025 12:44:16 PM	07 Nov, 2025 07:32:08 PM	0:09:22	95	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362983313			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 07:13:34 PM	10 Nov, 2025 07:31:24 PM	10 Nov, 2025 06:38:28 PM	0:06:44	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			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 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			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 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			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 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	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
685362641969	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362641969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 12:41:26 PM	10 Nov, 2025 12:57:25 PM	06 Nov, 2025 07:09:53 PM	0:13:00	90	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	[redacted]	11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			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		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			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		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			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		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362026530			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 04:26:58 PM	11 Nov, 2025 04:39:28 PM	03 Nov, 2025 07:17:30 PM	0:11:44	75	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		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 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT 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 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362236765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 04:44:24 PM	11 Nov, 2025 05:03:36 PM	04 Nov, 2025 05:39:49 PM	0:06:16	95	External
685362747466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	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
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		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 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e a	10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT 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 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685362747466		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 03:51:22 PM	10 Nov, 2025 04:09:43 PM	07 Nov, 2025 04:52:23 PM	0:11:04	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685363029397		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 07:05:33 PM	11 Nov, 2025 07:14:16 PM	10 Nov, 2025 09:18:50 PM	0:06:03	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		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 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT 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 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	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
685362908587	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362908587	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 02:00:31 PM	10 Nov, 2025 02:17:57 PM	10 Nov, 2025 01:30:19 PM	0:08:42	95	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		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 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT 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 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362990658	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 06:35:53 PM	10 Nov, 2025 06:37:12 PM	10 Nov, 2025 06:02:52 PM	0:10:21	100	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		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 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT 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 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362959277	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 05:52:15 PM	10 Nov, 2025 05:58:08 PM	10 Nov, 2025 05:03:43 PM	0:11:34	90	External
685362933246	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246	CTE_Credit		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 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 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
685362933246	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT 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 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362933246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 06:27:21 PM	11 Nov, 2025 06:38:46 PM	10 Nov, 2025 03:15:48 PM	0:11:48	95	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
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685362940166			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 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			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 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			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 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685362940166			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 02:27:14 PM	11 Nov, 2025 03:21:19 PM	10 Nov, 2025 03:13:11 PM	0:19:39	90	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
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685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			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 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363041207			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 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685363041207			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 07:19:27 PM	11 Nov, 2025 07:25:17 PM	10 Nov, 2025 09:05:21 PM	0:08:31	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		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 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
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685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT 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 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
685362499021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 02:48:21 PM	10 Nov, 2025 02:57:12 PM	05 Nov, 2025 10:11:09 PM	0:07:37	100	External
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685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
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685362934553			CTE_Credit		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 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
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685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT 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 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External
685362934553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 05:20:46 PM	10 Nov, 2025 05:26:32 PM	10 Nov, 2025 03:18:30 PM	0:11:29	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362988139	[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]	11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		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 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT 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 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685362988139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 05:06:39 PM	11 Nov, 2025 05:27:09 PM	10 Nov, 2025 06:54:21 PM	0:14:37	100	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		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 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT 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 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363043277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 11:38:24 AM	11 Nov, 2025 11:49:24 AM	10 Nov, 2025 09:08:03 PM	0:12:37	95	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			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		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	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
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			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		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			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		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363068551			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 01:22:50 PM	11 Nov, 2025 01:34:54 PM	10 Nov, 2025 10:18:15 PM	0:10:28	75	External
685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363015072			CTE_Credit		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 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
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685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
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685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363015072			CTE_Credit		Alorica - CT 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 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
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685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	se	11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363015072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 03:57:28 PM	11 Nov, 2025 04:02:56 PM	10 Nov, 2025 07:32:22 PM	0:14:26	95	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	100	External
685363020466			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Nov, 2025 07:23:51 PM	11 Nov, 2025 07:30:43 PM	10 Nov, 2025 08:44:54 PM	0:05:31	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
685362715953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362715953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362715953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362715953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362715953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362715953			CTE_Credit		Alorica - CT 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 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362715953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362715953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362715953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362715953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362715953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362715953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362715953			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 01:34:33 PM	10 Nov, 2025 01:49:13 PM	07 Nov, 2025 02:45:15 PM	0:17:22	95	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		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 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT 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 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362987498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 07:33:28 PM	11 Nov, 2025 07:38:02 PM	10 Nov, 2025 06:54:10 PM	0:11:01	85	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		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 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362949021	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT 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 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685362949021			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 06:51:12 PM	11 Nov, 2025 07:00:20 PM	10 Nov, 2025 03:59:16 PM	0:16:32	100	External
685363033980			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			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 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure				11 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			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 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			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 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
685363033980			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 07:07:41 PM	11 Nov, 2025 07:45:16 PM	10 Nov, 2025 09:42:19 PM	0:17:03	80	External
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685363021965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 09:38:33 PM	10 Nov, 2025 09:56:11 PM	10 Nov, 2025 07:58:46 PM	0:11:16	100	External
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685363021965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 09:38:33 PM	10 Nov, 2025 09:56:11 PM	10 Nov, 2025 07:58:46 PM	0:11:16	100	External
685363021965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:38:33 PM	10 Nov, 2025 09:56:11 PM	10 Nov, 2025 07:58:46 PM	0:11:16	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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685363021965		CTE_Credit		Alorica - CT 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 Nov, 2025 09:38:33 PM	10 Nov, 2025 09:56:11 PM	10 Nov, 2025 07:58:46 PM	0:11:16	100	External
685363021965		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 09:38:33 PM	10 Nov, 2025 09:56:11 PM	10 Nov, 2025 07:58:46 PM	0:11:16	100	External
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685363021965		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 09:38:33 PM	10 Nov, 2025 09:56:11 PM	10 Nov, 2025 07:58:46 PM	0:11:16	100	External
685363021965		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 09:38:33 PM	10 Nov, 2025 09:56:11 PM	10 Nov, 2025 07:58:46 PM	0:11:16	100	External
685363021965		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 09:38:33 PM	10 Nov, 2025 09:56:11 PM	10 Nov, 2025 07:58:46 PM	0:11:16	100	External
685362913260		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 05:21:26 PM	11 Nov, 2025 05:45:42 PM	10 Nov, 2025 02:03:38 PM	0:13:56	95	External
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685362913260		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 05:21:26 PM	11 Nov, 2025 05:45:42 PM	10 Nov, 2025 02:03:38 PM	0:13:56	95	External
685362913260		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 05:21:26 PM	11 Nov, 2025 05:45:42 PM	10 Nov, 2025 02:03:38 PM	0:13:56	95	External
685362913260		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 05:21:26 PM	11 Nov, 2025 05:45:42 PM	10 Nov, 2025 02:03:38 PM	0:13:56	95	External
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685362913260		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 05:21:26 PM	11 Nov, 2025 05:45:42 PM	10 Nov, 2025 02:03:38 PM	0:13:56	95	External
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685362913260		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 05:21:26 PM	11 Nov, 2025 05:45:42 PM	10 Nov, 2025 02:03:38 PM	0:13:56	95	External
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685362913260		CTE_Credit		Alorica - CT 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 Nov, 2025 05:21:26 PM	11 Nov, 2025 05:45:42 PM	10 Nov, 2025 02:03:38 PM	0:13:56	95	External
685362913260		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 05:21:26 PM	11 Nov, 2025 05:45:42 PM	10 Nov, 2025 02:03:38 PM	0:13:56	95	External
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685362907241		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 03:10:46 PM	10 Nov, 2025 03:15:26 PM	10 Nov, 2025 01:15:37 PM	0:14:55	85	External
685362907241		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 03:10:46 PM	10 Nov, 2025 03:15:26 PM	10 Nov, 2025 01:15:37 PM	0:14:55	85	External
685362907241		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 03:10:46 PM	10 Nov, 2025 03:15:26 PM	10 Nov, 2025 01:15:37 PM	0:14:55	85	External
685362907241		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 03:10:46 PM	10 Nov, 2025 03:15:26 PM	10 Nov, 2025 01:15:37 PM	0:14:55	85	External
685362907241		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 03:10:46 PM	10 Nov, 2025 03:15:26 PM	10 Nov, 2025 01:15:37 PM	0:14:55	85	External
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685362907241		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 03:10:46 PM	10 Nov, 2025 03:15:26 PM	10 Nov, 2025 01:15:37 PM	0:14:55	85	External
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685362907241		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 Nov, 2025 03:10:46 PM	10 Nov, 2025 03:15:26 PM	10 Nov, 2025 01:15:37 PM	0:14:55	85	External
685362907241		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 03:10:46 PM	10 Nov, 2025 03:15:26 PM	10 Nov, 2025 01:15:37 PM	0:14:55	85	External
685362907241		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 03:10:46 PM	10 Nov, 2025 03:15:26 PM	10 Nov, 2025 01:15:37 PM	0:14:55	85	External
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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685363036949			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 05:04:49 PM	11 Nov, 2025 05:31:53 PM	10 Nov, 2025 08:50:57 PM	0:11:17	85	External
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685363036949			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 Nov, 2025 05:04:49 PM	11 Nov, 2025 05:31:53 PM	10 Nov, 2025 08:50:57 PM	0:11:17	85	External
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685363036949			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 05:04:49 PM	11 Nov, 2025 05:31:53 PM	10 Nov, 2025 08:50:57 PM	0:11:17	85	External
685363036949			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 05:04:49 PM	11 Nov, 2025 05:31:53 PM	10 Nov, 2025 08:50:57 PM	0:11:17	85	External
685363036949			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 05:04:49 PM	11 Nov, 2025 05:31:53 PM	10 Nov, 2025 08:50:57 PM	0:11:17	85	External
685363036949			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 05:04:49 PM	11 Nov, 2025 05:31:53 PM	10 Nov, 2025 08:50:57 PM	0:11:17	85	External
685363036949			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 05:04:49 PM	11 Nov, 2025 05:31:53 PM	10 Nov, 2025 08:50:57 PM	0:11:17	85	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		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 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT 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 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362711313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 07:26:39 PM	10 Nov, 2025 07:30:45 PM	07 Nov, 2025 01:37:52 PM	0:11:23	100	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		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 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	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
685362906848	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT 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 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362906848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 02:56:08 PM	10 Nov, 2025 03:01:23 PM	10 Nov, 2025 01:02:57 PM	0:16:03	95	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		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 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT 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 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362978356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 06:55:49 PM	10 Nov, 2025 06:59:30 PM	10 Nov, 2025 05:24:52 PM	0:10:33	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		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 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362982125	[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 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362982125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 04:55:32 PM	11 Nov, 2025 05:08:11 PM	10 Nov, 2025 05:39:47 PM	0:09:29	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		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 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT 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 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362711189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 01:06:10 PM	10 Nov, 2025 01:15:21 PM	07 Nov, 2025 01:42:43 PM	0:08:22	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		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 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT 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 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	100	External
685362987041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 05:12:00 PM	11 Nov, 2025 05:28:10 PM	10 Nov, 2025 06:51:03 PM	0:14:15	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
685362981076	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			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		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			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		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			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		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362981076			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 06:28:50 PM	10 Nov, 2025 06:45:58 PM	10 Nov, 2025 05:22:23 PM	0:10:53	70	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			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 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			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 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			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 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362837691			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 01:25:51 PM	10 Nov, 2025 01:48:05 PM	07 Nov, 2025 10:09:17 PM	0:12:54	85	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			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		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	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
685362982782	[redacted]		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			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		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			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		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
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685362982782			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 08:53:12 PM	10 Nov, 2025 08:53:59 PM	10 Nov, 2025 05:25:49 PM	0:09:57	100	External
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685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
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685362203420			CTE_Credit		Alorica - CT 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 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
685362203420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 02:59:07 PM	11 Nov, 2025 03:13:51 PM	04 Nov, 2025 03:28:14 PM	0:06:15	85	External
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685363046293			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		11 Nov, 2025 03:16:56 PM	11 Nov, 2025 03:40:12 PM	10 Nov, 2025 09:21:19 PM	0:14:57	90	External
685363046293			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 03:16:56 PM	11 Nov, 2025 03:40:12 PM	10 Nov, 2025 09:21:19 PM	0:14:57	90	External
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685363046293			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		11 Nov, 2025 03:16:56 PM	11 Nov, 2025 03:40:12 PM	10 Nov, 2025 09:21:19 PM	0:14:57	90	External
685363046293			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 03:16:56 PM	11 Nov, 2025 03:40:12 PM	10 Nov, 2025 09:21:19 PM	0:14:57	90	External
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685363046293			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		11 Nov, 2025 03:16:56 PM	11 Nov, 2025 03:40:12 PM	10 Nov, 2025 09:21:19 PM	0:14:57	90	External
685363046293			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 Nov, 2025 03:16:56 PM	11 Nov, 2025 03:40:12 PM	10 Nov, 2025 09:21:19 PM	0:14:57	90	External
685363046293			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 03:16:56 PM	11 Nov, 2025 03:40:12 PM	10 Nov, 2025 09:21:19 PM	0:14:57	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
685363046293	[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]	11 Nov, 2025 03:16:56 PM	11 Nov, 2025 03:40:12 PM	10 Nov, 2025 09:21:19 PM	0:14:57	90	External
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685363046293			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 03:16:56 PM	11 Nov, 2025 03:40:12 PM	10 Nov, 2025 09:21:19 PM	0:14:57	90	External
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685362961234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 06:21:28 PM	10 Nov, 2025 06:25:41 PM	10 Nov, 2025 04:33:02 PM	0:10:17	90	External
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685362961234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 06:21:28 PM	10 Nov, 2025 06:25:41 PM	10 Nov, 2025 04:33:02 PM	0:10:17	90	External
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685362961234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 06:21:28 PM	10 Nov, 2025 06:25:41 PM	10 Nov, 2025 04:33:02 PM	0:10:17	90	External
685362961234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 06:21:28 PM	10 Nov, 2025 06:25:41 PM	10 Nov, 2025 04:33:02 PM	0:10:17	90	External
685362961234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 06:21:28 PM	10 Nov, 2025 06:25:41 PM	10 Nov, 2025 04:33:02 PM	0:10:17	90	External
685362961234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:21:28 PM	10 Nov, 2025 06:25:41 PM	10 Nov, 2025 04:33:02 PM	0:10:17	90	External
685362961234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 06:21:28 PM	10 Nov, 2025 06:25:41 PM	10 Nov, 2025 04:33:02 PM	0:10:17	90	External
685362961234			CTE_Credit		Alorica - CT 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 Nov, 2025 06:21:28 PM	10 Nov, 2025 06:25:41 PM	10 Nov, 2025 04:33:02 PM	0:10:17	90	External
685362961234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				10 Nov, 2025 06:21:28 PM	10 Nov, 2025 06:25:41 PM	10 Nov, 2025 04:33:02 PM	0:10:17	90	External
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685362961234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 06:21:28 PM	10 Nov, 2025 06:25:41 PM	10 Nov, 2025 04:33:02 PM	0:10:17	90	External
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685362957652			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			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		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			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		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	100	External
685362957652			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 05:53:16 PM	11 Nov, 2025 06:11:37 PM	10 Nov, 2025 04:04:48 PM	0:11:45	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
685362941834	[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]	11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			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 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			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 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			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 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685362941834			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 12:10:52 PM	11 Nov, 2025 12:24:36 PM	10 Nov, 2025 03:14:12 PM	0:11:42	65	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685363029615			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 10:45:39 PM	10 Nov, 2025 10:57:18 PM	10 Nov, 2025 09:20:09 PM	0:08:39	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			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 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			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 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362803926	[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]	10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			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 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362803926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 03:26:14 PM	10 Nov, 2025 03:53:40 PM	07 Nov, 2025 07:48:59 PM	0:12:28	95	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		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 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	lid	10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
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685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT 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 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	he n	10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685362828179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 05:49:07 PM	10 Nov, 2025 05:59:57 PM	07 Nov, 2025 10:12:02 PM	0:09:54	70	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		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 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT 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 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 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
685363048547	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685363048547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 06:26:11 PM	11 Nov, 2025 06:44:58 PM	10 Nov, 2025 09:28:04 PM	0:11:18	100	External
685362963354			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 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			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		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			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		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			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		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685362963354			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 05:56:26 PM	10 Nov, 2025 06:20:37 PM	10 Nov, 2025 04:23:25 PM	0:13:10	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		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 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT 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 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363029610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 05:59:34 PM	11 Nov, 2025 06:24:25 PM	10 Nov, 2025 09:27:20 PM	0:13:00	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	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
685363007488	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	[redacted]	10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685363007488			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 10:05:31 PM	10 Nov, 2025 10:18:33 PM	10 Nov, 2025 08:04:33 PM	0:08:05	95	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		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 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT 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 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685362910141			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 04:33:51 PM	10 Nov, 2025 04:36:11 PM	10 Nov, 2025 01:44:41 PM	0:11:42	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685363004555			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 06:04:50 PM	11 Nov, 2025 06:14:48 PM	10 Nov, 2025 07:49:39 PM	0:06:46	100	External
685362741849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			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 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 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
685362741849	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			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		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			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		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362741849			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 03:58:15 PM	10 Nov, 2025 04:16:37 PM	07 Nov, 2025 03:38:11 PM	0:10:07	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			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		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			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		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			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		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362956952			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 03:07:45 PM	11 Nov, 2025 03:20:39 PM	10 Nov, 2025 04:23:21 PM	0:14:01	100	External
685362919391			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			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		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			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		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			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		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362919391	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362919391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 03:08:56 PM	10 Nov, 2025 03:26:34 PM	10 Nov, 2025 02:30:21 PM	0:10:47	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		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 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT 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 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362984513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 08:27:15 PM	10 Nov, 2025 08:48:01 PM	10 Nov, 2025 05:45:06 PM	0:11:49	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			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 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			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 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			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 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362983232			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 05:31:44 PM	11 Nov, 2025 05:48:48 PM	10 Nov, 2025 05:42:54 PM	0:14:11	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		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 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362708821	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT 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 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362708821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 08:42:02 PM	10 Nov, 2025 08:42:33 PM	07 Nov, 2025 01:23:16 PM	0:12:40	100	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		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 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT 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 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362956978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 06:39:48 PM	10 Nov, 2025 06:47:02 PM	10 Nov, 2025 04:23:39 PM	0:18:15	70	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			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		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	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
685362991906	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			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		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			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		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685362991906			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 12:28:11 PM	11 Nov, 2025 12:51:34 PM	10 Nov, 2025 06:00:32 PM	0:09:55	100	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		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 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT 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 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685363069326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 03:22:49 PM	11 Nov, 2025 03:54:34 PM	10 Nov, 2025 11:39:39 PM	0:16:29	90	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		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 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT 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 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	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
685362928465	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685362928465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Nov, 2025 05:18:50 PM	10 Nov, 2025 05:26:08 PM	10 Nov, 2025 03:00:00 PM	0:11:00	95	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685363022557			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Nov, 2025 07:05:48 PM	11 Nov, 2025 07:11:02 PM	10 Nov, 2025 08:56:55 PM	0:07:38	100	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		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 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT 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 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362980710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Nov, 2025 08:57:51 PM	10 Nov, 2025 09:35:51 PM	10 Nov, 2025 05:32:51 PM	0:12:55	85	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			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 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	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
685362932872	[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]	11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			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 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685362932872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 05:34:16 PM	11 Nov, 2025 05:50:37 PM	10 Nov, 2025 02:45:34 PM	0:10:10	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		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 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT 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 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685363057066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 03:26:33 PM	11 Nov, 2025 03:31:42 PM	10 Nov, 2025 11:09:50 PM	0:10:05	95	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362794599			CTE_Credit_Disco		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 08:27:46 PM	11 Nov, 2025 08:41:51 PM	07 Nov, 2025 07:04:18 PM	0:06:20	90	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			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 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362826570	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			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 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			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 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685362826570			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 12:59:02 PM	10 Nov, 2025 01:14:07 PM	07 Nov, 2025 09:10:30 PM	0:10:00	100	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		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 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT 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 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685363029742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 07:29:18 PM	11 Nov, 2025 07:33:15 PM	10 Nov, 2025 08:28:45 PM	0:07:21	95	External
685362928099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		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 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		Alorica - CT 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 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	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
685362928099		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685362928099		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 05:04:20 PM	10 Nov, 2025 05:09:18 PM	10 Nov, 2025 03:01:28 PM	0:09:21	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		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 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT 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 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 06:40:21 PM	11 Nov, 2025 06:49:44 PM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685363008278		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 05:48:15 PM	11 Nov, 2025 05:56:57 PM	10 Nov, 2025 08:06:08 PM	0:08:24	100	External
685362720415		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415		CTE_Credit		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 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	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
685362720415	[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	10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415			CTE_Credit		Alorica - CT 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 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362720415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Nov, 2025 02:39:35 PM	10 Nov, 2025 02:42:51 PM	07 Nov, 2025 02:58:02 PM	0:06:51	100	External
685362912211			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 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			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	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			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	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			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	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362912211			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Nov, 2025 05:39:45 PM	10 Nov, 2025 05:52:46 PM	10 Nov, 2025 01:26:24 PM	0:12:03	100	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362922669			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	11 Nov, 2025 06:21:17 PM	11 Nov, 2025 06:28:03 PM	10 Nov, 2025 02:44:37 PM	0:05:49	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		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 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Typ		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362710437	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT 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 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685362710437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 01:08:38 PM	10 Nov, 2025 01:11:54 PM	07 Nov, 2025 01:33:24 PM	0:11:33	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			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 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			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 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			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 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363051239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 11:50:21 AM	11 Nov, 2025 12:02:22 PM	10 Nov, 2025 09:15:07 PM	0:09:12	80	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		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 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363045179	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT 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 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363045179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 04:13:59 PM	11 Nov, 2025 04:18:26 PM	10 Nov, 2025 10:18:21 PM	0:12:23	90	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		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 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT 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 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685363007248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 05:09:43 PM	11 Nov, 2025 05:19:10 PM	10 Nov, 2025 07:01:44 PM	0:09:28	95	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		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 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT 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 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685362607867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362607867	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	10 Nov, 2025 01:34:23 PM	10 Nov, 2025 01:42:06 PM	06 Nov, 2025 05:03:17 PM	0:12:53	100	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		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 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT 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 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363041811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 02:56:59 PM	11 Nov, 2025 03:02:00 PM	10 Nov, 2025 09:08:59 PM	0:14:25	85	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363003201			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 08:08:01 PM	10 Nov, 2025 08:23:27 PM	10 Nov, 2025 07:42:13 PM	0:08:47	95	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		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 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	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
685363010974	[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 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363010974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 10:24:07 PM	10 Nov, 2025 10:42:25 PM	10 Nov, 2025 07:14:02 PM	0:11:45	90	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		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 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT 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 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030661			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 12:52:52 PM	11 Nov, 2025 01:15:10 PM	10 Nov, 2025 08:32:43 PM	0:11:08	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685363030353			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 01:01:33 PM	11 Nov, 2025 02:21:51 PM	10 Nov, 2025 09:24:16 PM	0:08:15	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		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 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	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
685362964718	[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]	10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT 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 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362964718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:12:40 PM	10 Nov, 2025 04:51:19 PM	0:08:00	100	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		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 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT 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 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362926983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 04:10:13 PM	10 Nov, 2025 04:46:10 PM	10 Nov, 2025 03:00:51 PM	0:13:10	80	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685362959960			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 05:50:45 PM	10 Nov, 2025 06:05:32 PM	10 Nov, 2025 05:03:38 PM	0:14:05	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	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
685363046448	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		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 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT 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 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685363046448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Nov, 2025 12:32:32 PM	11 Nov, 2025 12:49:34 PM	10 Nov, 2025 09:21:14 PM	0:14:34	100	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		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 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT 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 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685362909369			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Nov, 2025 02:44:45 PM	10 Nov, 2025 03:04:55 PM	10 Nov, 2025 01:18:54 PM	0:07:12	90	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		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 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	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
685363012156	[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 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT 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 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363012156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Nov, 2025 12:10:04 PM	12 Nov, 2025 12:19:13 PM	10 Nov, 2025 07:20:47 PM	0:09:13	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		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 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT 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 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363180985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Nov, 2025 08:46:09 PM	12 Nov, 2025 09:01:32 PM	12 Nov, 2025 02:55:20 PM	0:15:18	95	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		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 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT 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 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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685363047336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685363047336		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Nov, 2025 12:56:08 PM	12 Nov, 2025 01:07:21 PM	10 Nov, 2025 09:24:36 PM	0:10:14	85	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
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685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT 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 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
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685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685362203420		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Nov, 2025 09:50:25 PM	12 Nov, 2025 09:52:47 PM	04 Nov, 2025 03:28:14 PM	0:06:15	80	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		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 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT 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 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363057276		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Nov, 2025 12:33:31 PM	12 Nov, 2025 12:40:39 PM	10 Nov, 2025 11:10:44 PM	0:11:54	95	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331		CTE_Credit		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 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	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
685363053331	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT 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 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363053331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Nov, 2025 11:33:36 AM	12 Nov, 2025 11:40:20 AM	10 Nov, 2025 10:40:45 PM	0:11:17	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		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 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT 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 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363158744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Nov, 2025 01:49:38 PM	12 Nov, 2025 01:58:09 PM	12 Nov, 2025 01:17:25 PM	0:09:38	100	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363242755			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363242755	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	12 Nov, 2025 07:13:56 PM	12 Nov, 2025 07:24:54 PM	12 Nov, 2025 06:01:50 PM	0:11:19	95	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363266608			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 12:33:41 PM	13 Nov, 2025 12:46:35 PM	12 Nov, 2025 08:45:19 PM	0:11:35	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363344509			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 02:14:11 PM	13 Nov, 2025 02:36:18 PM	13 Nov, 2025 01:18:36 PM	0:11:22	100	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		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 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT 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 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	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
685363377994	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 06:48:10 PM	13 Nov, 2025 07:12:04 PM	13 Nov, 2025 04:39:27 PM	0:16:51	95	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			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 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			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 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			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 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363398024			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 07:38:33 PM	13 Nov, 2025 07:47:30 PM	13 Nov, 2025 04:43:15 PM	0:08:05	100	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		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 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT 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 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363345807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 07:14:45 PM	13 Nov, 2025 07:41:45 PM	13 Nov, 2025 01:41:09 PM	0:14:51	90	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	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
685363355601	[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	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			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 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			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 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363355601			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Nov, 2025 04:38:21 PM	13 Nov, 2025 04:56:52 PM	13 Nov, 2025 02:04:48 PM	0:16:25	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363315051			CTE_Outbound		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Nov, 2025 11:12:26 AM	13 Nov, 2025 11:17:43 AM	12 Nov, 2025 09:41:32 PM	0:11:38	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		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 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT 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 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363242177	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar	[redacted]	13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363242177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 01:23:57 PM	13 Nov, 2025 01:50:56 PM	12 Nov, 2025 05:59:01 PM	0:10:04	100	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363284078			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 02:04:35 PM	13 Nov, 2025 02:13:38 PM	12 Nov, 2025 08:39:53 PM	0:10:02	75	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External
685363346370			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 03:14:02 PM	13 Nov, 2025 03:16:08 PM	13 Nov, 2025 01:34:58 PM	0:08:48	85	External

REDACTED

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
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		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 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT 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 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363354953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 02:57:03 PM	13 Nov, 2025 03:10:53 PM	13 Nov, 2025 02:18:42 PM	0:11:27	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		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 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT 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 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363270085		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 12:08:24 PM	13 Nov, 2025 12:15:13 PM	12 Nov, 2025 08:59:30 PM	0:10:21	100	External
685363253041		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041		CTE_Credit		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 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	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
685363253041	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041			CTE_Credit		Alorica - CT 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 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363253041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 03:13:43 PM	13 Nov, 2025 03:17:33 PM	12 Nov, 2025 06:24:00 PM	0:11:08	95	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		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 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT 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 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
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685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363377795			CTE_Credit_Paymen		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 05:03:45 PM	13 Nov, 2025 05:22:38 PM	13 Nov, 2025 03:29:07 PM	0:10:11	85	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
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685363388849			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 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			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 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			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 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363388849	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363388849			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 07:08:33 PM	13 Nov, 2025 07:19:47 PM	13 Nov, 2025 04:10:13 PM	0:09:16	90	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		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 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT 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 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363260548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 01:22:10 PM	13 Nov, 2025 01:30:24 PM	12 Nov, 2025 06:57:17 PM	0:17:11	85	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		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 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT 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 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External

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685363057253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 01:43:32 PM	13 Nov, 2025 02:13:14 PM	10 Nov, 2025 11:06:34 PM	0:13:28	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
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685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
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685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
685363343571			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 03:01:12 PM	13 Nov, 2025 03:16:26 PM	13 Nov, 2025 01:07:21 PM	0:11:15	95	External
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685363391267			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 06:15:21 PM	13 Nov, 2025 06:40:10 PM	13 Nov, 2025 04:18:42 PM	0:13:11	70	External
685363391267			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 Nov, 2025 06:15:21 PM	13 Nov, 2025 06:40:10 PM	13 Nov, 2025 04:18:42 PM	0:13:11	70	External
685363391267			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 06:15:21 PM	13 Nov, 2025 06:40:10 PM	13 Nov, 2025 04:18:42 PM	0:13:11	70	External
685363391267			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 06:15:21 PM	13 Nov, 2025 06:40:10 PM	13 Nov, 2025 04:18:42 PM	0:13:11	70	External
685363391267			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 06:15:21 PM	13 Nov, 2025 06:40:10 PM	13 Nov, 2025 04:18:42 PM	0:13:11	70	External
685363391267			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 06:15:21 PM	13 Nov, 2025 06:40:10 PM	13 Nov, 2025 04:18:42 PM	0:13:11	70	External
685363391267			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 06:15:21 PM	13 Nov, 2025 06:40:10 PM	13 Nov, 2025 04:18:42 PM	0:13:11	70	External
685363391267			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 Nov, 2025 06:15:21 PM	13 Nov, 2025 06:40:10 PM	13 Nov, 2025 04:18:42 PM	0:13:11	70	External
685363391267			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 06:15:21 PM	13 Nov, 2025 06:40:10 PM	13 Nov, 2025 04:18:42 PM	0:13:11	70	External
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685363391267			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 06:15:21 PM	13 Nov, 2025 06:40:10 PM	13 Nov, 2025 04:18:42 PM	0:13:11	70	External
685363391267			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 06:15:21 PM	13 Nov, 2025 06:40:10 PM	13 Nov, 2025 04:18:42 PM	0:13:11	70	External
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685363391267			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 06:15:21 PM	13 Nov, 2025 06:40:10 PM	13 Nov, 2025 04:18:42 PM	0:13:11	70	External
685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	95	External
685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	95	External
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685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	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
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685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	95	External
685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	95	External
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685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	95	External
685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	95	External
685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	95	External
685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	95	External
685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	95	External
685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	95	External
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685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	95	External
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685363358225			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 03:56:03 PM	13 Nov, 2025 05:31:06 PM	13 Nov, 2025 02:33:19 PM	0:16:15	95	External
685363367487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 03:29:56 PM	13 Nov, 2025 03:52:30 PM	13 Nov, 2025 03:13:39 PM	0:12:16	100	External
685363367487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 03:29:56 PM	13 Nov, 2025 03:52:30 PM	13 Nov, 2025 03:13:39 PM	0:12:16	100	External
685363367487			CTE_Credit		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 Nov, 2025 03:29:56 PM	13 Nov, 2025 03:52:30 PM	13 Nov, 2025 03:13:39 PM	0:12:16	100	External
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685363367487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 03:29:56 PM	13 Nov, 2025 03:52:30 PM	13 Nov, 2025 03:13:39 PM	0:12:16	100	External
685363367487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		13 Nov, 2025 03:29:56 PM	13 Nov, 2025 03:52:30 PM	13 Nov, 2025 03:13:39 PM	0:12:16	100	External
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685363367487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 03:29:56 PM	13 Nov, 2025 03:52:30 PM	13 Nov, 2025 03:13:39 PM	0:12:16	100	External
685363367487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 03:29:56 PM	13 Nov, 2025 03:52:30 PM	13 Nov, 2025 03:13:39 PM	0:12:16	100	External
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685363367487			CTE_Credit		Alorica - CT 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 Nov, 2025 03:29:56 PM	13 Nov, 2025 03:52:30 PM	13 Nov, 2025 03:13:39 PM	0:12:16	100	External
685363367487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 03:29:56 PM	13 Nov, 2025 03:52:30 PM	13 Nov, 2025 03:13:39 PM	0:12:16	100	External
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685363367487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 03:29:56 PM	13 Nov, 2025 03:52:30 PM	13 Nov, 2025 03:13:39 PM	0:12:16	100	External
685363367487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 03:29:56 PM	13 Nov, 2025 03:52:30 PM	13 Nov, 2025 03:13:39 PM	0:12:16	100	External
685363367487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 03:29:56 PM	13 Nov, 2025 03:52:30 PM	13 Nov, 2025 03:13:39 PM	0:12:16	100	External
685363247548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 05:56:43 PM	13 Nov, 2025 06:01:15 PM	12 Nov, 2025 06:11:12 PM	0:17:24	100	External
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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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685363247548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Nov, 2025 05:56:43 PM	13 Nov, 2025 06:01:15 PM	12 Nov, 2025 06:11:12 PM	0:17:24	100	External
685363247548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Nov, 2025 05:56:43 PM	13 Nov, 2025 06:01:15 PM	12 Nov, 2025 06:11:12 PM	0:17:24	100	External
685363247548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Nov, 2025 05:56:43 PM	13 Nov, 2025 06:01:15 PM	12 Nov, 2025 06:11:12 PM	0:17:24	100	External
685363247548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Nov, 2025 05:56:43 PM	13 Nov, 2025 06:01:15 PM	12 Nov, 2025 06:11:12 PM	0:17:24	100	External
685363247548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn	13 Nov, 2025 05:56:43 PM	13 Nov, 2025 06:01:15 PM	12 Nov, 2025 06:11:12 PM	0:17:24	100	External
685363247548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Nov, 2025 05:56:43 PM	13 Nov, 2025 06:01:15 PM	12 Nov, 2025 06:11:12 PM	0:17:24	100	External
685363247548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Nov, 2025 05:56:43 PM	13 Nov, 2025 06:01:15 PM	12 Nov, 2025 06:11:12 PM	0:17:24	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		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 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT 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 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363038947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Nov, 2025 04:13:00 PM	13 Nov, 2025 04:24:17 PM	10 Nov, 2025 08:57:02 PM	0:08:17	100	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		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 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT 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 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	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
685363225099	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363225099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 09:06:10 PM	13 Nov, 2025 09:18:39 PM	12 Nov, 2025 05:17:23 PM	0:18:33	80	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		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 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT 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 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363426296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 08:51:37 PM	13 Nov, 2025 09:12:09 PM	13 Nov, 2025 07:15:22 PM	0:12:44	85	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		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 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT 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 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363377445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 07:54:33 PM	13 Nov, 2025 08:03:53 PM	13 Nov, 2025 03:56:10 PM	0:10:41	80	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	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
685363390841	[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]	13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			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 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			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 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363390841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 07:22:31 PM	13 Nov, 2025 07:35:36 PM	13 Nov, 2025 04:17:27 PM	0:09:22	95	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			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 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			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 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			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 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363351034			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 03:23:04 PM	13 Nov, 2025 03:48:35 PM	13 Nov, 2025 02:11:28 PM	0:12:23	100	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		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 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	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
685363318961	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT 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 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363318961			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 02:29:57 PM	13 Nov, 2025 02:36:54 PM	12 Nov, 2025 10:25:10 PM	0:10:53	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			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 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			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 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			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 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363386476			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 06:45:23 PM	13 Nov, 2025 07:03:39 PM	13 Nov, 2025 04:00:38 PM	0:10:38	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		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 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT 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 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	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
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363295619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 11:42:20 AM	13 Nov, 2025 11:51:01 AM	12 Nov, 2025 08:58:43 PM	0:17:02	90	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		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 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
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685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT 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 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363365110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Nov, 2025 03:48:19 PM	13 Nov, 2025 03:57:48 PM	13 Nov, 2025 03:09:18 PM	0:10:10	75	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
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685363347477			CTE_Credit		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 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT 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 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
685363347477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Nov, 2025 05:53:41 PM	13 Nov, 2025 06:22:18 PM	13 Nov, 2025 01:46:20 PM	0:13:08	95	External
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685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
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685363417557			CTE_Credit		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 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363417557	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT 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 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363417557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 02:45:43 PM	14 Nov, 2025 03:46:09 PM	13 Nov, 2025 06:34:54 PM	0:10:01	95	External
685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
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685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
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685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
685363552928			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 06:41:20 PM	14 Nov, 2025 06:51:23 PM	14 Nov, 2025 05:33:48 PM	0:10:28	90	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		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 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT 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 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	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
686618591539	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	e	14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
686618591539	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 08:41:00 PM	14 Nov, 2025 08:50:24 PM	14 Nov, 2025 07:14:46 PM	0:10:16	75	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	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		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	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		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	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		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363405086	CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 11:50:48 AM	14 Nov, 2025 12:06:12 PM	13 Nov, 2025 05:11:54 PM	0:12:48	95	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	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		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	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		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	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		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	85	External
685363389943	CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 11:59:26 AM	14 Nov, 2025 12:08:15 PM	13 Nov, 2025 05:25:37 PM	0:10:00	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
685363502006	[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]	14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		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 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT 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 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363502006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 02:55:36 PM	14 Nov, 2025 03:03:21 PM	14 Nov, 2025 01:21:10 PM	0:29:21	95	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363395497			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 12:29:37 PM	14 Nov, 2025 12:45:46 PM	13 Nov, 2025 05:47:20 PM	0:11:26	80	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		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 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT 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 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	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
685363499871	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363499871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 02:00:23 PM	14 Nov, 2025 02:26:49 PM	14 Nov, 2025 01:03:03 PM	0:08:21	100	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		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 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT 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 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363468873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 01:02:42 PM	14 Nov, 2025 01:16:51 PM	13 Nov, 2025 10:51:09 PM	0:09:27	90	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		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 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT 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 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363467172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 11:22:40 AM	14 Nov, 2025 11:41:04 AM	13 Nov, 2025 10:42:31 PM	0:12:23	70	External
685363533979			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	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
685363535979	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	[redacted]	14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
685363535979			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:15:53 PM	14 Nov, 2025 04:15:05 PM	0:08:53	90	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		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 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT 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 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
686618574104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 09:02:36 PM	14 Nov, 2025 09:11:52 PM	14 Nov, 2025 06:05:55 PM	0:18:40	95	External
685363536999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			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 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			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 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			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 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	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
685363536999		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363536999		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 05:22:15 PM	14 Nov, 2025 05:27:10 PM	14 Nov, 2025 03:46:07 PM	0:11:01	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		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 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT 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 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363502308		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 02:26:06 PM	14 Nov, 2025 02:46:25 PM	14 Nov, 2025 01:31:00 PM	0:11:31	100	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		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 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT 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 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363550392		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 06:32:33 PM	14 Nov, 2025 06:53:53 PM	14 Nov, 2025 04:35:28 PM	0:14:38	95	External
685363415344		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
685363415344		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	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
6853634153	[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]	14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			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 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			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 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634153			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 01:52:59 PM	14 Nov, 2025 02:26:24 PM	13 Nov, 2025 06:30:26 PM	0:11:02	85	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		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 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT 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 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	3	14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853634063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 03:31:00 PM	14 Nov, 2025 03:35:04 PM	13 Nov, 2025 05:55:17 PM	0:15:21	95	External
6853635129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
6853635129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
6853635129			CTE_Credit		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 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
6853635129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
6853635129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
6853635129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
6853635129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	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
685363512955	[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]	14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363512955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363512955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363512955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363512955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363512955			CTE_Credit		Alorica - CT 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 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363512955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363512955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363512955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363512955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363512955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363512955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363512955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 04:41:11 PM	14 Nov, 2025 05:11:30 PM	14 Nov, 2025 02:19:53 PM	0:12:11	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		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 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT 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 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363383378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 02:50:13 PM	14 Nov, 2025 03:25:35 PM	13 Nov, 2025 04:58:45 PM	0:20:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		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 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT 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 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	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
685363549857	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan			[redacted]	14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	y		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	d	14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363549857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		14 Nov, 2025 06:27:41 PM	14 Nov, 2025 06:46:52 PM	14 Nov, 2025 05:25:17 PM	0:18:05	90	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			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		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
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685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			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		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			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		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363469691			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 01:04:29 PM	14 Nov, 2025 01:36:42 PM	13 Nov, 2025 09:28:40 PM	0:10:02	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			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 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			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 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			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 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363534706			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 06:56:46 PM	14 Nov, 2025 07:33:18 PM	14 Nov, 2025 03:33:49 PM	0:18:06	95	External
685363541145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	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
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		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 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT 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 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363541145		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 04:42:38 PM	14 Nov, 2025 04:51:23 PM	14 Nov, 2025 03:57:21 PM	0:14:08	100	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		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 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT 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 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
685363468451		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 05:51:43 PM	14 Nov, 2025 05:58:50 PM	13 Nov, 2025 10:51:34 PM	0:14:05	70	External
686618588966		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966		CTE_Credit		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 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	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
686618588966	[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]	14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES 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		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966			CTE_Credit		Alorica - 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		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	texta		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
686618588966			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 09:19:51 PM	14 Nov, 2025 09:27:10 PM	14 Nov, 2025 07:11:38 PM	0:10:25	100	External
685363529551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesn		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
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685363529551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
685363529551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
685363529551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
685363529551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
685363529551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
685363529551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
685363529551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
685363529551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES 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		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
685363529551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
685363529551			CTE_Credit		Alorica - 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		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
685363529551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
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685363529551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 05:40:41 PM	14 Nov, 2025 05:48:42 PM	14 Nov, 2025 03:48:38 PM	0:13:23	100	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesn		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
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685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesn		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
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685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES 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		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - 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		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363351839	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363351839			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 11:32:40 AM	14 Nov, 2025 11:40:09 AM	13 Nov, 2025 02:28:49 PM	0:07:10	95	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			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 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			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 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			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 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
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685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363398000			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 12:40:58 PM	14 Nov, 2025 01:02:50 PM	13 Nov, 2025 05:17:12 PM	0:10:04	60	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		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 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT 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 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	100	External
685363452835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 04:16:51 PM	14 Nov, 2025 04:24:38 PM	13 Nov, 2025 08:58:26 PM	0:10:06	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
686618576778	[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]	14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		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 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT 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 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
686618576778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 07:00:55 PM	14 Nov, 2025 07:11:31 PM	14 Nov, 2025 06:17:30 PM	0:13:39	85	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			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		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
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685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			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		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363502585			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 07:11:42 PM	14 Nov, 2025 07:34:01 PM	14 Nov, 2025 01:16:06 PM	0:11:01	100	External
685363467910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363467910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363467910			CTE_Credit		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 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
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685363467910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	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
685363467910	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363467910			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363467910			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363467910			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363467910			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
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685363467910			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363467910			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363467910			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363467910			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363467910			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363467910			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363467910			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 01:38:22 PM	14 Nov, 2025 02:25:05 PM	13 Nov, 2025 10:47:02 PM	0:13:46	100	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			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		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			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		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			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		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363436487			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 05:56:43 PM	14 Nov, 2025 06:28:41 PM	13 Nov, 2025 07:14:23 PM	0:12:23	90	External
685363532321			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit	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 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit	Alorica - CT 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 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	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
685363532321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363532321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 05:11:08 PM	14 Nov, 2025 05:16:20 PM	14 Nov, 2025 03:31:28 PM	0:11:47	100	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		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 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT 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 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363447524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 03:03:37 PM	14 Nov, 2025 03:44:23 PM	13 Nov, 2025 09:47:11 PM	0:12:23	85	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		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 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT 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 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	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
685363543078	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar	[redacted]	y 14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363543078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 07:23:26 PM	14 Nov, 2025 07:28:32 PM	14 Nov, 2025 04:00:16 PM	0:12:02	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		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 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT 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 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685363395502			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 03:15:05 PM	14 Nov, 2025 03:21:36 PM	13 Nov, 2025 05:11:58 PM	0:13:15	95	External
685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
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685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
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685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
685362664508			CTE_Credit		Alorica - CT 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 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
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685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
685362664508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 08:11:26 PM	14 Nov, 2025 08:55:04 PM	06 Nov, 2025 08:47:08 PM	0:17:04	95	External
685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
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685363526106			CTE_Credit		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 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	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
685363526106	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
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685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
685363526106			CTE_Credit		Alorica - CT 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 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
685363526106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 05:39:09 PM	14 Nov, 2025 05:54:55 PM	14 Nov, 2025 03:07:45 PM	0:12:26	100	External
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685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
685363503578			CTE_Credit		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 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
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685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
685363503578			CTE_Credit		Alorica - CT 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 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
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685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
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685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
685363503578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Nov, 2025 03:59:20 PM	14 Nov, 2025 04:24:52 PM	14 Nov, 2025 01:35:42 PM	0:16:56	85	External
686618576926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
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686618576926			CTE_Credit		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 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
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686618576926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External

Master Conta	Skill	Form Name	Section Title	Question Title	Question Number	Quest	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618576926	CTE_Credit	Alorica - CT 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 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar	14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
686618576926	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Nov, 2025 07:43:18 PM	14 Nov, 2025 07:47:50 PM	14 Nov, 2025 06:13:06 PM	0:08:50	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	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 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	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 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	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 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685362624198	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Nov, 2025 06:55:02 PM	14 Nov, 2025 07:03:40 PM	06 Nov, 2025 05:59:20 PM	0:12:12	95	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	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 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT 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 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External
685363509881	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Nov, 2025 03:29:47 PM	14 Nov, 2025 03:54:26 PM	14 Nov, 2025 02:03:54 PM	0:16:21	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618720107	[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 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		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 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2			17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT 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 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
686618720107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 03:32:01 PM	17 Nov, 2025 03:52:38 PM	17 Nov, 2025 02:34:59 PM	0:15:03	95	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		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 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT 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 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
685363250871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 01:15:24 PM	17 Nov, 2025 02:51:13 PM	12 Nov, 2025 06:20:02 PM	0:11:17	90	External
686618707641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
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686618707641			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 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
686618707641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
686618707641			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6866187076411	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			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 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			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 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866187076411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 03:06:31 PM	17 Nov, 2025 03:14:14 PM	17 Nov, 2025 01:16:33 PM	0:08:32	95	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			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 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
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6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			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 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			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 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
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6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866185729381			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 02:32:29 PM	17 Nov, 2025 02:53:06 PM	14 Nov, 2025 05:46:48 PM	0:12:45	100	External
6866187784911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
6866187784911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
6866187784911			CTE_Credit		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 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
6866187784911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
6866187784911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
6866187784911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
6866187784911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
6866187784911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
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6866187784911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
6866187784911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
6866187784911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	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
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686618778491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
686618778491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
686618778491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
686618778491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
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686618778491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
686618778491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 06:21:44 PM	17 Nov, 2025 07:05:16 PM	17 Nov, 2025 05:37:27 PM	0:09:06	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
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686618634871			CTE_Credit		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 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
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686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT 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 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
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686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618634871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 12:19:13 PM	17 Nov, 2025 12:40:36 PM	14 Nov, 2025 11:02:24 PM	0:10:54	95	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			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 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			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 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			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 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	External
686618794279			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 11:03:28 PM	17 Nov, 2025 11:08:14 PM	17 Nov, 2025 06:27:26 PM	0:12:02	100	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
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		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 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT 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 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618773378		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 06:44:27 PM	17 Nov, 2025 06:56:12 PM	17 Nov, 2025 05:16:13 PM	0:09:16	100	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		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 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		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 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		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 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618819510		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 11:45:47 PM	17 Nov, 2025 11:58:48 PM	17 Nov, 2025 07:49:31 PM	0:10:48	90	External
686618607705		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618607705	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	[redacted]	17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618607705			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 01:45:52 PM	17 Nov, 2025 01:58:27 PM	14 Nov, 2025 09:12:31 PM	0:05:26	95	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		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 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT 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 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618707843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 02:37:21 PM	17 Nov, 2025 02:46:09 PM	17 Nov, 2025 01:09:28 PM	0:16:50	75	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		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 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT 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 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618624707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	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
686618624707	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	17 Nov, 2025 12:10:09 PM	17 Nov, 2025 12:19:00 PM	14 Nov, 2025 10:13:32 PM	0:11:22	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		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 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT 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 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
686618726042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 03:36:40 PM	17 Nov, 2025 03:44:06 PM	17 Nov, 2025 02:48:42 PM	0:14:56	100	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		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 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT 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 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
685363520448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 12:49:28 PM	17 Nov, 2025 01:02:27 PM	14 Nov, 2025 02:46:55 PM	0:12:59	75	External
686618706809			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809			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 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	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
686618706809	CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	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		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	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		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618706809	CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 01:33:52 PM	17 Nov, 2025 01:42:49 PM	17 Nov, 2025 01:03:24 PM	0:09:36	80	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		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 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT 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 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618605098	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Nov, 2025 12:52:12 PM	17 Nov, 2025 01:16:22 PM	14 Nov, 2025 08:05:01 PM	0:17:50	100	External
686618890675	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675	CTE_Credit		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 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	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
686618890675	[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 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675			CTE_Credit		Alorica - CT 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 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618890675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 03:50:48 PM	18 Nov, 2025 07:02:24 PM	18 Nov, 2025 01:06:03 PM	0:13:23	80	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618905906			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Nov, 2025 03:13:21 PM	18 Nov, 2025 07:19:45 PM	18 Nov, 2025 02:51:10 PM	0:09:10	85	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		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 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT 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 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618952049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 07:27:09 PM	18 Nov, 2025 07:34:04 PM	18 Nov, 2025 06:03:52 PM	0:10:20	95	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		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 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	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
686618985112	[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]	18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT 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 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618985112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 09:34:34 PM	18 Nov, 2025 09:42:36 PM	18 Nov, 2025 07:42:31 PM	0:09:15	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			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		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618782943			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 11:22:10 AM	18 Nov, 2025 11:41:52 AM	17 Nov, 2025 05:54:11 PM	0:13:37	100	External
686618900577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		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 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		Alorica - CT 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 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
686618900577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	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
6866189005	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
6866189005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
6866189005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
6866189005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
6866189005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	[redacted]	18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
6866189005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 03:55:53 PM	18 Nov, 2025 04:03:32 PM	18 Nov, 2025 02:02:06 PM	0:09:08	90	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		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 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT 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 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6853628062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 12:35:58 AM	18 Nov, 2025 12:36:31 AM	07 Nov, 2025 08:04:44 PM	0:15:26	100	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		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 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT 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 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
6866188909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	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
686618890905	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	[redacted]	18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
686618890905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 02:19:24 PM	18 Nov, 2025 02:33:59 PM	18 Nov, 2025 01:11:38 PM	0:10:56	85	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		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 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT 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 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618928074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 06:51:31 PM	18 Nov, 2025 08:21:12 PM	18 Nov, 2025 03:46:07 PM	0:17:58	100	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		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 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT 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 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	85	External
686618958435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 09:06:14 PM	18 Nov, 2025 09:15:05 PM	18 Nov, 2025 05:43:20 PM	0:10:41	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
686618898437	[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]	18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	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 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT 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 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618898437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 08:13:53 PM	18 Nov, 2025 08:28:04 PM	18 Nov, 2025 01:52:49 PM	0:08:52	100	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	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 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT 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 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618739411			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 01:41:35 PM	18 Nov, 2025 02:34:54 PM	17 Nov, 2025 03:38:41 PM	0:13:44	95	External
686618923625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625			CTE_Credit	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 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	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
686618923625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625		CTE_Credit		Alorica - CT 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 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]will	18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618923625		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 05:19:19 PM	18 Nov, 2025 05:28:44 PM	18 Nov, 2025 03:34:24 PM	0:11:21	95	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		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 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]er	18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT 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 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618754195		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 03:23:36 PM	18 Nov, 2025 03:29:19 PM	17 Nov, 2025 05:18:48 PM	0:10:33	80	External
686618765717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717		CTE_Credit		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 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]he	18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	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
686618765717	[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	18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717			CTE_Credit		Alorica - CT 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 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618765717			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Nov, 2025 03:28:40 PM	18 Nov, 2025 03:37:00 PM	17 Nov, 2025 04:57:42 PM	0:12:41	60	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		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 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT 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 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618890099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Nov, 2025 01:31:22 PM	18 Nov, 2025 01:39:21 PM	18 Nov, 2025 01:04:50 PM	0:12:02	100	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		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 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT 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 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	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
686618917752	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686618917752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Nov, 2025 04:09:15 PM	18 Nov, 2025 04:16:53 PM	18 Nov, 2025 03:07:50 PM	0:06:51	55	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			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		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]lid	19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			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		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			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		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619003760			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 01:25:07 PM	19 Nov, 2025 01:48:48 PM	18 Nov, 2025 08:54:50 PM	0:13:19	80	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		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 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	if	19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT 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 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	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
686619125301	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619125301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 07:46:38 PM	19 Nov, 2025 08:08:26 PM	19 Nov, 2025 07:27:48 PM	0:14:03	85	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686619100951			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 08:13:31 PM	19 Nov, 2025 08:29:22 PM	19 Nov, 2025 06:19:48 PM	0:09:12	90	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686618945557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 03:57:45 PM	19 Nov, 2025 04:27:59 PM	18 Nov, 2025 04:55:16 PM	0:13:36	95	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	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
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textare		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686619114933			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		19 Nov, 2025 08:42:25 PM	19 Nov, 2025 09:01:02 PM	19 Nov, 2025 07:22:40 PM	0:11:23	90	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		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 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT 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 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618913682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 11:28:34 AM	19 Nov, 2025 11:42:32 AM	18 Nov, 2025 02:54:17 PM	0:10:08	85	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		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 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT 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 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618937562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 11:58:41 AM	19 Nov, 2025 12:08:30 PM	18 Nov, 2025 04:20:34 PM	0:10:10	95	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	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
686618973957	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		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 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT 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 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686618973957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 01:40:02 PM	19 Nov, 2025 02:18:33 PM	18 Nov, 2025 06:55:00 PM	0:11:30	100	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		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 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT 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 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686619128005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 09:20:28 PM	19 Nov, 2025 09:21:00 PM	19 Nov, 2025 07:37:25 PM	0:21:34	85	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			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		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	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
686618912658	[redacted]		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			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		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			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		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686618912658			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 07:23:19 PM	19 Nov, 2025 07:39:29 PM	18 Nov, 2025 02:46:47 PM	0:11:26	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		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 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT 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 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619094394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 07:32:40 PM	19 Nov, 2025 07:47:33 PM	19 Nov, 2025 05:13:11 PM	0:22:43	90	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		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 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT 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 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	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
686619021418	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686619021418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Nov, 2025 03:36:27 PM	19 Nov, 2025 03:45:17 PM	18 Nov, 2025 10:42:45 PM	0:12:33	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		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 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT 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 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686618959467			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Nov, 2025 04:02:49 PM	19 Nov, 2025 04:27:34 PM	18 Nov, 2025 05:50:07 PM	0:15:24	100	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		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 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT 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 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619022323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Nov, 2025 08:45:53 PM	19 Nov, 2025 08:57:51 PM	18 Nov, 2025 10:51:25 PM	0:12:41	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		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 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	t	19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	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
686619057282	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT 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 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619057282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 03:42:29 PM	19 Nov, 2025 04:10:07 PM	19 Nov, 2025 02:40:39 PM	0:09:39	90	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		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 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT 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 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619045945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 03:04:22 PM	19 Nov, 2025 03:15:04 PM	19 Nov, 2025 01:45:28 PM	0:14:17	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	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
686619086478	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619086478			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 08:01:18 PM	19 Nov, 2025 08:03:51 PM	19 Nov, 2025 04:39:25 PM	0:12:55	100	External
686619114319			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 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			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 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			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 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			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 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			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 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686619114319			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 07:24:21 PM	19 Nov, 2025 07:25:26 PM	19 Nov, 2025 06:42:44 PM	0:10:39	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		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 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT 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 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686618947396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618947396	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	19 Nov, 2025 05:15:36 PM	19 Nov, 2025 05:21:30 PM	18 Nov, 2025 05:44:18 PM	0:12:32	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		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 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT 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 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619103310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 08:33:14 PM	19 Nov, 2025 08:36:27 PM	19 Nov, 2025 05:48:57 PM	0:15:03	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			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		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			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		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			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		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619121513			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 07:48:56 PM	19 Nov, 2025 07:50:27 PM	19 Nov, 2025 07:13:18 PM	0:06:15	100	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		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 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619112328	[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 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT 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 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619112328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 08:12:41 PM	19 Nov, 2025 08:22:56 PM	19 Nov, 2025 06:28:38 PM	0:09:26	85	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		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 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT 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 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686619094401			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 06:53:14 PM	19 Nov, 2025 07:10:45 PM	19 Nov, 2025 05:16:26 PM	0:11:02	95	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			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		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			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		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			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		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	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
686618980246	[redacted]		CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618980246			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 06:18:32 PM	19 Nov, 2025 06:36:05 PM	18 Nov, 2025 07:08:20 PM	0:11:48	80	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			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		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			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 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			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 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618897073			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 06:12:59 PM	19 Nov, 2025 06:18:19 PM	18 Nov, 2025 01:55:39 PM	0:18:30	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		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 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT 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 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686618993189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 02:44:29 PM	19 Nov, 2025 02:51:43 PM	18 Nov, 2025 08:15:10 PM	0:10:11	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	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
686619131489	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686619131489			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Nov, 2025 09:54:40 PM	19 Nov, 2025 10:02:43 PM	19 Nov, 2025 07:53:54 PM	0:04:44	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		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 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT 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 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686618999264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Nov, 2025 06:39:45 PM	19 Nov, 2025 07:17:07 PM	18 Nov, 2025 08:35:46 PM	0:15:39	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		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 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 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
686619009745	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	text	[redacted]	19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES 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		19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - 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		19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn		19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	text		19 Nov, 2025 07:15:41 PM e	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619009745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		19 Nov, 2025 07:15:41 PM	19 Nov, 2025 07:25:48 PM	18 Nov, 2025 09:32:24 PM	0:08:51	95	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesn		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	text		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_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		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	text		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	text		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	text		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES 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		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - 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		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	text		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619099470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		19 Nov, 2025 08:22:51 PM	19 Nov, 2025 08:24:17 PM	19 Nov, 2025 05:30:10 PM	0:09:11	100	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesn		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	text		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_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		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	text		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	text		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	text		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES 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		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - 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		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	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
686619017001	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619017001			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 03:57:48 PM	19 Nov, 2025 04:05:25 PM	18 Nov, 2025 10:28:23 PM	0:10:40	90	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619121191			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 08:31:29 PM	19 Nov, 2025 08:41:11 PM	19 Nov, 2025 07:53:01 PM	0:08:02	100	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		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 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT 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 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686619152529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 10:21:14 PM	19 Nov, 2025 10:50:58 PM	19 Nov, 2025 09:34:30 PM	0:08:13	85	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		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 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	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
686618904077	[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]	19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	d	19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686618904077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Nov, 2025 07:19:46 PM	19 Nov, 2025 07:43:32 PM	18 Nov, 2025 02:27:44 PM	0:10:51	95	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		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 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT 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 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ing	20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619185124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 02:25:36 PM	20 Nov, 2025 02:42:04 PM	20 Nov, 2025 01:48:28 PM	0:11:46	100	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
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686619113651			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		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			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		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			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		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619113651			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	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
686619113651	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	20 Nov, 2025 01:20:14 PM	20 Nov, 2025 01:24:25 PM	19 Nov, 2025 07:14:05 PM	0:13:02	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		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 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT 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 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	d 14:10	20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619179551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 01:44:22 PM	20 Nov, 2025 01:55:15 PM	20 Nov, 2025 01:05:08 PM	0:17:46	95	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		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 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT 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 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619133608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 12:01:14 PM	20 Nov, 2025 12:34:00 PM	19 Nov, 2025 08:13:53 PM	0:10:23	75	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		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 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	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
686619189678	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT 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 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619189678			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 03:28:37 PM	20 Nov, 2025 03:53:06 PM	20 Nov, 2025 02:45:21 PM	0:13:44	90	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		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 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT 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 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619184366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 02:16:40 PM	20 Nov, 2025 02:27:20 PM	20 Nov, 2025 01:38:26 PM	0:07:26	80	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		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 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619236091	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT 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 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619236091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 06:36:37 PM	20 Nov, 2025 07:06:31 PM	20 Nov, 2025 05:25:27 PM	0:10:25	95	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		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 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT 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 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619190163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 02:51:48 PM	20 Nov, 2025 03:12:22 PM	20 Nov, 2025 02:29:39 PM	0:11:26	100	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		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 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT 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 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
686619146510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68661914651	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
68661914651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
68661914651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 09:36:27 PM	20 Nov, 2025 09:40:52 PM	19 Nov, 2025 08:58:45 PM	0:10:40	85	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			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 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			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 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			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 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661919957			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 04:40:06 PM	20 Nov, 2025 05:02:55 PM	20 Nov, 2025 02:50:27 PM	0:11:03	90	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		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 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT 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 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661918242			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 03:14:48 PM	20 Nov, 2025 03:17:44 PM	20 Nov, 2025 01:55:50 PM	0:09:41	100	External
68661914752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
68661914752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
68661914752			CTE_Credit		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 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
68661914752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	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
686619147521	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT 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 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619147521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 12:51:47 PM	20 Nov, 2025 01:09:25 PM	19 Nov, 2025 09:01:55 PM	0:12:50	100	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619218176			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 06:34:56 PM	20 Nov, 2025 06:39:56 PM	20 Nov, 2025 04:44:57 PM	0:05:15	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		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 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT 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 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619202642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	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
686619202642	D	[redacted]	CTE_Credit	[redacted]	orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	20 Nov, 2025 05:05:11 PM	20 Nov, 2025 05:14:50 PM	20 Nov, 2025 03:13:37 PM	0:10:26	90	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		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		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		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		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		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		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619106958	D		CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 01:10:09 PM	20 Nov, 2025 01:32:15 PM	19 Nov, 2025 06:53:21 PM	0:10:48	85	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		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		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		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		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		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		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619203268	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	we	20 Nov, 2025 07:27:50 PM	20 Nov, 2025 07:51:34 PM	20 Nov, 2025 03:11:54 PM	0:14:33	70	External
686619270096	J		CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096	J		CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096	J		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		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096	J		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	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
686619270096	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT 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 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619270096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 09:24:26 PM	20 Nov, 2025 09:28:53 PM	20 Nov, 2025 08:13:20 PM	0:19:38	95	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			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		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			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		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			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		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619125468			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 01:50:33 PM	20 Nov, 2025 02:30:16 PM	19 Nov, 2025 07:28:48 PM	0:13:24	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		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 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT 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 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619043812	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619043812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 01:14:30 PM	20 Nov, 2025 01:45:57 PM	19 Nov, 2025 01:28:40 PM	0:14:48	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		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 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT 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 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619255046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 07:37:29 PM	20 Nov, 2025 07:47:46 PM	20 Nov, 2025 07:02:32 PM	0:11:03	100	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			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 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			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 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			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 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619071093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 02:43:56 PM	20 Nov, 2025 03:00:29 PM	19 Nov, 2025 03:34:12 PM	0:14:13	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	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
686619097185	[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]	20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619097185			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 12:49:22 PM	20 Nov, 2025 01:04:46 PM	19 Nov, 2025 05:28:28 PM	0:11:55	95	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		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 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	te	20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT 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 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	r% te	20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619151653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 03:32:25 PM	20 Nov, 2025 03:40:01 PM	19 Nov, 2025 09:22:18 PM	0:15:08	60	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			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		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	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
686619121360	[redacted]	[redacted]	CTE_Credit_Disco_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			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		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			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		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619121360			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 03:08:58 PM	20 Nov, 2025 03:28:05 PM	19 Nov, 2025 07:04:17 PM	0:12:02	85	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			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		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			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		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			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		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619224446			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 07:30:57 PM	20 Nov, 2025 07:35:19 PM	20 Nov, 2025 05:12:59 PM	0:07:40	95	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		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 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	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
686619179472	[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]	20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619179472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 01:58:17 PM	20 Nov, 2025 02:23:10 PM	20 Nov, 2025 01:03:49 PM	0:09:15	100	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	arify	20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619152954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 12:35:19 PM	20 Nov, 2025 12:44:58 PM	19 Nov, 2025 09:26:58 PM	0:12:31	80	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		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 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3			20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT 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 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
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686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	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
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686619191153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 03:26:56 PM	20 Nov, 2025 03:49:15 PM	20 Nov, 2025 02:52:58 PM	0:11:18	95	External
686619096987			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 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			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 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			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 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			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 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			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 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619096987			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 01:38:24 PM	20 Nov, 2025 01:52:23 PM	19 Nov, 2025 05:22:52 PM	0:09:56	100	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		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 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT 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 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619112051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 11:25:12 AM	20 Nov, 2025 11:32:10 AM	19 Nov, 2025 07:10:47 PM	0:11:16	95	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		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 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619138143	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT 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 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619138143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 01:58:09 PM	20 Nov, 2025 02:02:51 PM	19 Nov, 2025 08:29:07 PM	0:09:29	90	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		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 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT 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 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619239289			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 07:38:03 PM	20 Nov, 2025 07:38:38 PM	20 Nov, 2025 06:27:31 PM	0:08:03	100	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		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 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	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
686619016286	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT 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 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619016286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Nov, 2025 12:01:59 PM	20 Nov, 2025 12:13:33 PM	18 Nov, 2025 10:46:33 PM	0:10:20	80	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		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 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT 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 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619153608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Nov, 2025 03:06:17 PM	20 Nov, 2025 03:20:46 PM	19 Nov, 2025 09:42:21 PM	0:09:11	95	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		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 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT 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 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619219336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	0- 20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	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
686619219336	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	20 Nov, 2025 07:20:55 PM	20 Nov, 2025 07:35:13 PM	20 Nov, 2025 04:17:27 PM	0:10:05	80	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		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 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT 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 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619144816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 02:39:17 PM	20 Nov, 2025 02:43:07 PM	19 Nov, 2025 08:53:13 PM	0:11:06	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			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		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			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		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			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		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619203244			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 04:09:48 PM	20 Nov, 2025 04:11:40 PM	20 Nov, 2025 03:35:42 PM	0:12:27	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			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 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	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
686619102810	[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]	20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			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 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			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 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619102810			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 01:58:04 PM	20 Nov, 2025 02:19:10 PM	19 Nov, 2025 05:45:22 PM	0:10:53	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		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 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT 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 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619134168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 11:05:09 AM	20 Nov, 2025 11:12:15 AM	19 Nov, 2025 08:05:02 PM	0:11:41	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		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 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT 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 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	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
686619079940	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yes	[redacted]	20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yes		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yes		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	tex		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619079940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	rad		20 Nov, 2025 03:58:45 PM	20 Nov, 2025 04:00:52 PM	19 Nov, 2025 04:54:46 PM	0:17:21	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	tex		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			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	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	tex		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	tex		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	tex		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			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	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			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	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yes		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	tex		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619116002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	rad		20 Nov, 2025 01:05:52 PM	20 Nov, 2025 01:23:55 PM	19 Nov, 2025 07:10:36 PM	0:12:12	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	tex		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	tex		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	tex		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	tex		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yes		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	tex		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619134357			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	rad		20 Nov, 2025 05:16:22 PM	20 Nov, 2025 05:42:25 PM	19 Nov, 2025 08:12:52 PM	0:18:01	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yes		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	tex		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yes		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	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
686619191556	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT 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 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619191556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 06:24:09 PM	20 Nov, 2025 06:24:58 PM	20 Nov, 2025 02:29:46 PM	0:09:56	100	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		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 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT 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 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619229819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 07:12:57 PM	20 Nov, 2025 07:19:14 PM	20 Nov, 2025 05:00:32 PM	0:12:30	90	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		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 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619188887	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT 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 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619188887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 02:46:42 PM	20 Nov, 2025 02:59:30 PM	20 Nov, 2025 02:08:56 PM	0:09:02	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		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 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT 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 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619186373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 02:26:34 PM	20 Nov, 2025 03:00:12 PM	20 Nov, 2025 01:54:04 PM	0:09:54	100	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		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 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT 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 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	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
686619185645	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619185645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 03:01:24 PM	20 Nov, 2025 03:18:19 PM	20 Nov, 2025 01:48:42 PM	0:08:45	90	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619205528			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Nov, 2025 05:41:35 PM	20 Nov, 2025 06:04:03 PM	20 Nov, 2025 03:48:05 PM	0:10:40	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		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 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT 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 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619258749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 06:12:21 PM	21 Nov, 2025 06:15:58 PM	20 Nov, 2025 07:46:06 PM	0:11:20	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		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 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	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
686619337289	[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]	21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619337289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 05:37:29 PM	21 Nov, 2025 05:40:04 PM	21 Nov, 2025 02:59:57 PM	0:13:37	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619317588			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 02:31:55 PM	21 Nov, 2025 02:45:49 PM	21 Nov, 2025 01:26:05 PM	0:13:04	100	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		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 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT 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 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619336513			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 03:53:39 PM	21 Nov, 2025 04:02:47 PM	21 Nov, 2025 02:56:49 PM	0:06:57	90	External
686619199579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579			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 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	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
686619199579	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[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]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[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]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[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 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[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]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619199579	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	21 Nov, 2025 09:19:35 PM	21 Nov, 2025 09:22:22 PM	20 Nov, 2025 02:50:27 PM	0:11:03	95	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[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]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
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686619362558	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	21 Nov, 2025 06:59:12 PM	21 Nov, 2025 07:13:53 PM	21 Nov, 2025 05:01:26 PM	0:07:45	100	External
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686619380094	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	21 Nov, 2025 06:59:03 PM	21 Nov, 2025 07:04:30 PM	21 Nov, 2025 06:35:03 PM	0:07:37	80	External
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686619380094	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	21 Nov, 2025 06:59:03 PM	21 Nov, 2025 07:04:30 PM	21 Nov, 2025 06:35:03 PM	0:07:37	80	External
686619380094	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	21 Nov, 2025 06:59:03 PM	21 Nov, 2025 07:04:30 PM	21 Nov, 2025 06:35:03 PM	0:07:37	80	External
686619380094	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	21 Nov, 2025 06:59:03 PM	21 Nov, 2025 07:04:30 PM	21 Nov, 2025 06:35:03 PM	0:07:37	80	External
686619380094	[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]	21 Nov, 2025 06:59:03 PM	21 Nov, 2025 07:04:30 PM	21 Nov, 2025 06:35:03 PM	0:07:37	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
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686619256359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		21 Nov, 2025 06:02:30 PM	21 Nov, 2025 06:03:31 PM	20 Nov, 2025 07:01:26 PM	0:09:55	95	External
686619256359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:02:30 PM	21 Nov, 2025 06:03:31 PM	20 Nov, 2025 07:01:26 PM	0:09:55	95	External
686619256359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Nov, 2025 06:02:30 PM	21 Nov, 2025 06:03:31 PM	20 Nov, 2025 07:01:26 PM	0:09:55	95	External
686619256359			CTE_Credit		Alorica - CT 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 Nov, 2025 06:02:30 PM	21 Nov, 2025 06:03:31 PM	20 Nov, 2025 07:01:26 PM	0:09:55	95	External
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686619378081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 07:17:33 PM	21 Nov, 2025 07:27:08 PM	21 Nov, 2025 06:26:30 PM	0:21:08	80	External
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686619378081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	se I	21 Nov, 2025 07:17:33 PM	21 Nov, 2025 07:27:08 PM	21 Nov, 2025 06:26:30 PM	0:21:08	80	External
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686619378081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		21 Nov, 2025 07:17:33 PM	21 Nov, 2025 07:27:08 PM	21 Nov, 2025 06:26:30 PM	0:21:08	80	External
686619378081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:17:33 PM	21 Nov, 2025 07:27:08 PM	21 Nov, 2025 06:26:30 PM	0:21:08	80	External
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686619378081			CTE_Credit		Alorica - CT 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 Nov, 2025 07:17:33 PM	21 Nov, 2025 07:27:08 PM	21 Nov, 2025 06:26:30 PM	0:21:08	80	External
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686619366728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 06:22:48 PM	21 Nov, 2025 06:48:13 PM	21 Nov, 2025 05:33:34 PM	0:15:41	95	External
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686619366728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 06:22:48 PM	21 Nov, 2025 06:48:13 PM	21 Nov, 2025 05:33:34 PM	0:15:41	95	External
686619366728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 06:22:48 PM	21 Nov, 2025 06:48:13 PM	21 Nov, 2025 05:33:34 PM	0:15:41	95	External
686619366728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 06:22:48 PM	21 Nov, 2025 06:48:13 PM	21 Nov, 2025 05:33:34 PM	0:15:41	95	External
686619366728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Nov, 2025 06:22:48 PM	21 Nov, 2025 06:48:13 PM	21 Nov, 2025 05:33:34 PM	0:15:41	95	External
686619366728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 06:22:48 PM	21 Nov, 2025 06:48:13 PM	21 Nov, 2025 05:33:34 PM	0:15:41	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		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 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT 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 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619338809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 04:29:37 PM	21 Nov, 2025 04:34:13 PM	21 Nov, 2025 03:07:34 PM	0:06:50	95	External
686619321355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355			CTE_Credit		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 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	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
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e	21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT 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 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619321355		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 03:31:42 PM	21 Nov, 2025 03:54:03 PM	21 Nov, 2025 01:50:23 PM	0:12:35	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		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 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT 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 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619315774		CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 01:29:07 PM	21 Nov, 2025 01:42:18 PM	21 Nov, 2025 01:01:26 PM	0:07:14	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		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 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	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
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT 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 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619321040		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 03:01:21 PM	21 Nov, 2025 03:04:39 PM	21 Nov, 2025 01:41:57 PM	0:12:06	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		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 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT 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 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619329522		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 05:29:02 PM	21 Nov, 2025 05:29:35 PM	21 Nov, 2025 02:31:49 PM	0:06:05	100	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		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 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ard	21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT 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 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
686619368646		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	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
68661936864	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	We	21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
68661936864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 06:28:51 PM	21 Nov, 2025 06:35:00 PM	21 Nov, 2025 05:43:23 PM	0:12:03	90	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		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 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	I to	21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT 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 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661933621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 04:12:46 PM	21 Nov, 2025 04:20:21 PM	21 Nov, 2025 02:59:07 PM	0:07:57	85	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		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 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e	21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT 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 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661925617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 11:01:21 AM	21 Nov, 2025 11:20:45 AM	20 Nov, 2025 07:40:56 PM	0:10:43	100	External
68661937030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
68661937030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
68661937030			CTE_Credit		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 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
68661937030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
68661937030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
68661937030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	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
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]lete	21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT 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 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619370306		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Nov, 2025 06:45:15 PM	21 Nov, 2025 06:49:55 PM	21 Nov, 2025 05:47:07 PM	0:08:48	80	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		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 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		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 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		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 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619492558		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 01:38:23 PM	24 Nov, 2025 03:04:16 PM	24 Nov, 2025 01:13:35 PM	0:11:43	65	External
686619558512		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512		CTE_Credit		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 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	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
686619558512	[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 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512			CTE_Credit		Alorica - CT 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 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619558512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 06:49:46 PM	24 Nov, 2025 07:06:42 PM	24 Nov, 2025 05:43:03 PM	0:15:07	95	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619494909			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 03:48:10 PM	24 Nov, 2025 03:54:38 PM	24 Nov, 2025 01:44:35 PM	0:06:03	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619524296			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 03:55:55 PM	24 Nov, 2025 04:01:17 PM	24 Nov, 2025 03:47:53 PM	0:05:07	90	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		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 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT 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 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	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
686619542857	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686619542857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 06:35:23 PM	24 Nov, 2025 06:39:54 PM	24 Nov, 2025 04:57:59 PM	0:10:55	95	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686618833328			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 04:18:19 PM	24 Nov, 2025 04:24:34 PM	17 Nov, 2025 08:55:55 PM	0:04:21	90	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		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 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	is on	24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT 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 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619504875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 07:11:29 PM	24 Nov, 2025 07:16:53 PM	24 Nov, 2025 02:33:08 PM	0:11:56	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	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
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619491609			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 04:02:52 PM	24 Nov, 2025 04:09:53 PM	24 Nov, 2025 01:04:46 PM	0:04:53	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		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 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT 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 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619517329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 05:49:50 PM	24 Nov, 2025 06:00:48 PM	24 Nov, 2025 03:42:33 PM	0:12:52	95	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		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 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT 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 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619524061			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 09:11:13 PM	24 Nov, 2025 09:22:54 PM	24 Nov, 2025 03:44:14 PM	0:15:47	100	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	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
686619513097	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	[redacted]	24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619513097			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 04:11:06 PM	24 Nov, 2025 04:16:15 PM	24 Nov, 2025 03:05:23 PM	0:03:34	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			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		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			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		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			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		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization				24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619507662			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 03:11:14 PM	24 Nov, 2025 03:30:15 PM	24 Nov, 2025 02:46:34 PM	0:10:37	90	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619258629			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 03:25:37 PM	24 Nov, 2025 03:33:20 PM	20 Nov, 2025 07:45:07 PM	0:08:07	85	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		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 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619199656	[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]	24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT 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 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619199656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 02:50:41 PM	24 Nov, 2025 03:08:20 PM	20 Nov, 2025 03:03:51 PM	0:09:10	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			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 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			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 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			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 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619544183			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 06:14:44 PM	24 Nov, 2025 06:28:38 PM	24 Nov, 2025 04:56:24 PM	0:10:39	100	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		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 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT 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 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	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
686619379932	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619379932			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 04:38:27 PM	24 Nov, 2025 04:58:41 PM	21 Nov, 2025 06:32:49 PM	0:09:24	90	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		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 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT 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 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619497714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 03:30:59 PM	24 Nov, 2025 03:50:35 PM	24 Nov, 2025 01:57:00 PM	0:14:23	95	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		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 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT 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 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619499296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 02:41:32 PM	24 Nov, 2025 02:48:42 PM	24 Nov, 2025 01:58:05 PM	0:06:24	100	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		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 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	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
686619372503	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT 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 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619372503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 11:16:57 AM	24 Nov, 2025 11:39:20 AM	21 Nov, 2025 05:55:22 PM	0:13:48	95	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			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 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			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 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			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 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619533812			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 06:37:06 PM	24 Nov, 2025 06:53:22 PM	24 Nov, 2025 03:50:07 PM	0:10:53	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		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 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	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
686619541237	[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 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT 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 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619541237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 07:14:00 PM	24 Nov, 2025 07:14:31 PM	24 Nov, 2025 04:57:27 PM	0:09:11	100	External
686619497000			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 03:16:12 PM	24 Nov, 2025 03:23:25 PM	24 Nov, 2025 01:57:43 PM	0:07:06	100	External
686619497000			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 03:16:12 PM	24 Nov, 2025 03:23:25 PM	24 Nov, 2025 01:57:43 PM	0:07:06	100	External
686619497000			CTE_Res_Default		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 Nov, 2025 03:16:12 PM	24 Nov, 2025 03:23:25 PM	24 Nov, 2025 01:57:43 PM	0:07:06	100	External
686619497000			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 03:16:12 PM	24 Nov, 2025 03:23:25 PM	24 Nov, 2025 01:57:43 PM	0:07:06	100	External
686619497000			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 03:16:12 PM	24 Nov, 2025 03:23:25 PM	24 Nov, 2025 01:57:43 PM	0:07:06	100	External
686619497000			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 03:16:12 PM	24 Nov, 2025 03:23:25 PM	24 Nov, 2025 01:57:43 PM	0:07:06	100	External
686619497000			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 03:16:12 PM	24 Nov, 2025 03:23:25 PM	24 Nov, 2025 01:57:43 PM	0:07:06	100	External
686619497000			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 03:16:12 PM	24 Nov, 2025 03:23:25 PM	24 Nov, 2025 01:57:43 PM	0:07:06	100	External
686619497000			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 03:16:12 PM	24 Nov, 2025 03:23:25 PM	24 Nov, 2025 01:57:43 PM	0:07:06	100	External
686619497000			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 03:16:12 PM	24 Nov, 2025 03:23:25 PM	24 Nov, 2025 01:57:43 PM	0:07:06	100	External
686619497000			CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:16:12 PM	24 Nov, 2025 03:23:25 PM	24 Nov, 2025 01:57:43 PM	0:07:06	100	External
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686619497000			CTE_Res_Default		Alorica - CT 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 Nov, 2025 03:16:12 PM	24 Nov, 2025 03:23:25 PM	24 Nov, 2025 01:57:43 PM	0:07:06	100	External
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686619545786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 05:46:47 PM	24 Nov, 2025 06:10:22 PM	24 Nov, 2025 05:00:50 PM	0:10:43	95	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
686619492480	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT 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 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619492480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 01:40:38 PM	24 Nov, 2025 03:10:49 PM	24 Nov, 2025 01:14:06 PM	0:20:01	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		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 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	tex		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT 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 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619512760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 07:04:28 PM	24 Nov, 2025 07:15:10 PM	24 Nov, 2025 02:58:12 PM	0:26:58	100	External
686619500474		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
686619500474		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
686619500474		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		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
686619500474		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
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686619500474		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
686619500474		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
686619500474		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
686619500474		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
686619500474		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
686619500474		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
686619500474		M	CTE_Credit		Alorica - CT 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 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	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
686619500474	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
686619500474			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
686619500474			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
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686619500474			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
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686619500474			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 05:05:14 PM	24 Nov, 2025 05:29:04 PM	24 Nov, 2025 02:14:55 PM	0:18:09	100	External
686619601488			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 10:55:57 PM	24 Nov, 2025 11:00:10 PM	24 Nov, 2025 08:37:51 PM	0:12:18	100	External
686619601488			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 10:55:57 PM	24 Nov, 2025 11:00:10 PM	24 Nov, 2025 08:37:51 PM	0:12:18	100	External
686619601488			CTE_Credit	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 Nov, 2025 10:55:57 PM	24 Nov, 2025 11:00:10 PM	24 Nov, 2025 08:37:51 PM	0:12:18	100	External
686619601488			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 10:55:57 PM	24 Nov, 2025 11:00:10 PM	24 Nov, 2025 08:37:51 PM	0:12:18	100	External
686619601488			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 10:55:57 PM	24 Nov, 2025 11:00:10 PM	24 Nov, 2025 08:37:51 PM	0:12:18	100	External
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686619601488			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 10:55:57 PM	24 Nov, 2025 11:00:10 PM	24 Nov, 2025 08:37:51 PM	0:12:18	100	External
686619601488			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 10:55:57 PM	24 Nov, 2025 11:00:10 PM	24 Nov, 2025 08:37:51 PM	0:12:18	100	External
686619601488			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 10:55:57 PM	24 Nov, 2025 11:00:10 PM	24 Nov, 2025 08:37:51 PM	0:12:18	100	External
686619601488			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 10:55:57 PM	24 Nov, 2025 11:00:10 PM	24 Nov, 2025 08:37:51 PM	0:12:18	100	External
686619601488			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 10:55:57 PM	24 Nov, 2025 11:00:10 PM	24 Nov, 2025 08:37:51 PM	0:12:18	100	External
686619601488			CTE_Credit	Alorica - CT 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 Nov, 2025 10:55:57 PM	24 Nov, 2025 11:00:10 PM	24 Nov, 2025 08:37:51 PM	0:12:18	100	External
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686619601488			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 10:55:57 PM	24 Nov, 2025 11:00:10 PM	24 Nov, 2025 08:37:51 PM	0:12:18	100	External
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686619526243			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 06:27:39 PM	24 Nov, 2025 06:43:39 PM	24 Nov, 2025 03:57:27 PM	0:09:11	95	External
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686619526243			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:27:39 PM	24 Nov, 2025 06:43:39 PM	24 Nov, 2025 03:57:27 PM	0:09:11	95	External
686619526243			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 06:27:39 PM	24 Nov, 2025 06:43:39 PM	24 Nov, 2025 03:57:27 PM	0:09:11	95	External
686619526243			CTE_Credit	Alorica - CT 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 Nov, 2025 06:27:39 PM	24 Nov, 2025 06:43:39 PM	24 Nov, 2025 03:57:27 PM	0:09:11	95	External
686619526243			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 06:27:39 PM	24 Nov, 2025 06:43:39 PM	24 Nov, 2025 03:57:27 PM	0:09:11	95	External
686619526243			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 06:27:39 PM	24 Nov, 2025 06:43:39 PM	24 Nov, 2025 03:57:27 PM	0:09:11	95	External
686619526243			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 06:27:39 PM	24 Nov, 2025 06:43:39 PM	24 Nov, 2025 03:57:27 PM	0:09:11	95	External
686619526243			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 06:27:39 PM	24 Nov, 2025 06:43:39 PM	24 Nov, 2025 03:57:27 PM	0:09:11	95	External
686619526243			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 06:27:39 PM	24 Nov, 2025 06:43:39 PM	24 Nov, 2025 03:57:27 PM	0:09:11	95	External
686619526243			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	24 Nov, 2025 06:27:39 PM	24 Nov, 2025 06:43:39 PM	24 Nov, 2025 03:57:27 PM	0:09:11	95	External
686619526243			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 06:27:39 PM	24 Nov, 2025 06:43:39 PM	24 Nov, 2025 03:57:27 PM	0:09:11	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
686619569538	[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 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		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 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT 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 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619569538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 08:58:58 PM	24 Nov, 2025 09:10:30 PM	24 Nov, 2025 06:30:12 PM	0:09:48	90	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			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 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			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 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			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 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619510400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 04:51:11 PM	24 Nov, 2025 05:15:30 PM	24 Nov, 2025 02:30:24 PM	0:14:04	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			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		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	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
686619524950	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			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		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			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		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization				24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619524950			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 08:12:56 PM	24 Nov, 2025 08:14:47 PM	24 Nov, 2025 03:51:03 PM	0:05:43	95	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textare		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textare		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textare		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619499776			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		24 Nov, 2025 03:10:12 PM	24 Nov, 2025 03:15:25 PM	24 Nov, 2025 02:15:17 PM	0:04:56	100	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textare		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textare		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textare		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686619511693			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		24 Nov, 2025 03:35:36 PM	24 Nov, 2025 03:42:38 PM	24 Nov, 2025 03:02:13 PM	0:07:47	95	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		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 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618999376	[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]	24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686618999376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 11:39:47 PM	24 Nov, 2025 11:50:49 PM	18 Nov, 2025 08:37:32 PM	0:10:56	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		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 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT 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 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619332500			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 11:56:43 AM	24 Nov, 2025 12:15:16 PM	21 Nov, 2025 03:04:45 PM	0:15:29	100	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		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 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT 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 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619527593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 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
686619527593	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	24 Nov, 2025 06:13:16 PM	24 Nov, 2025 06:40:08 PM	24 Nov, 2025 04:07:52 PM	0:12:14	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			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		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			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		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			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		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619506228			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 03:38:54 PM	24 Nov, 2025 04:17:41 PM	24 Nov, 2025 02:40:29 PM	0:15:50	95	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		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 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT 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 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619518623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 05:34:12 PM	24 Nov, 2025 05:55:04 PM	24 Nov, 2025 03:27:54 PM	0:12:42	100	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		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 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	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
686619495722	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT 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 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619495722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Nov, 2025 03:52:00 PM	24 Nov, 2025 04:16:57 PM	24 Nov, 2025 01:38:14 PM	0:14:31	85	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
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686619676147			CTE_Credit		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 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT 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 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	r	25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619676147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 04:38:58 PM	25 Nov, 2025 04:56:27 PM	25 Nov, 2025 03:38:35 PM	0:10:12	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619712365			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 07:00:30 PM	25 Nov, 2025 07:18:25 PM	25 Nov, 2025 06:51:26 PM	0:05:13	90	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	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
686619678959	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	[redacted]	25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		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 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT 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 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619678959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 04:27:05 PM	25 Nov, 2025 04:49:25 PM	25 Nov, 2025 03:51:08 PM	0:11:23	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		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 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT 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 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619705375			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 07:07:27 PM	25 Nov, 2025 07:16:20 PM	25 Nov, 2025 05:42:09 PM	0:09:32	100	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	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
686619653730	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619653730			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 02:45:40 PM	25 Nov, 2025 03:02:33 PM	25 Nov, 2025 02:21:39 PM	0:14:34	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		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 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT 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 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619683729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 05:02:53 PM	25 Nov, 2025 05:07:24 PM	25 Nov, 2025 04:17:17 PM	0:10:42	95	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		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 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT 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 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 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
686619392604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619392604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 06:35:33 PM	25 Nov, 2025 06:39:21 PM	21 Nov, 2025 07:37:48 PM	0:11:43	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
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686619709870			CTE_Credit		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 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT 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 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619709870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 07:35:32 PM	25 Nov, 2025 07:42:12 PM	25 Nov, 2025 06:06:08 PM	0:10:57	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		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 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT 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 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619695769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 06:26:12 PM	25 Nov, 2025 07:13:14 PM	25 Nov, 2025 05:01:35 PM	0:13:16	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		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 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	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
686619648107	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT 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 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619648107			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 01:41:02 PM	25 Nov, 2025 01:54:34 PM	25 Nov, 2025 01:19:21 PM	0:08:53	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		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 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT 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 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619711978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 09:27:32 PM	25 Nov, 2025 09:35:59 PM	25 Nov, 2025 06:09:54 PM	0:10:05	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		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 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619657217	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT 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 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619657217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Nov, 2025 02:51:11 PM	25 Nov, 2025 04:12:07 PM	25 Nov, 2025 02:22:21 PM	0:14:47	100	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		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 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT 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 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619697669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Nov, 2025 05:22:18 PM	25 Nov, 2025 06:31:25 PM	25 Nov, 2025 05:08:03 PM	0:08:45	80	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		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 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT 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 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	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
686619758032	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619758032			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 10:58:55 PM	25 Nov, 2025 11:05:15 PM	25 Nov, 2025 10:14:43 PM	0:09:07	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		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 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT 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 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619665410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 05:01:54 PM	25 Nov, 2025 05:27:12 PM	25 Nov, 2025 02:56:46 PM	0:20:29	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
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686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT 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 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
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686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
686619707831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 06:41:08 PM	25 Nov, 2025 06:57:27 PM	25 Nov, 2025 06:00:03 PM	0:08:11	100	External
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686619685654			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 07:28:40 PM	25 Nov, 2025 07:30:37 PM	25 Nov, 2025 05:08:28 PM	0:13:08	95	External
686619685654			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 07:28:40 PM	25 Nov, 2025 07:30:37 PM	25 Nov, 2025 05:08:28 PM	0:13:08	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
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686619685654			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		25 Nov, 2025 07:28:40 PM	25 Nov, 2025 07:30:37 PM	25 Nov, 2025 05:08:28 PM	0:13:08	95	External
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686619685654			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 07:28:40 PM	25 Nov, 2025 07:30:37 PM	25 Nov, 2025 05:08:28 PM	0:13:08	95	External
686619685654			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 Nov, 2025 07:28:40 PM	25 Nov, 2025 07:30:37 PM	25 Nov, 2025 05:08:28 PM	0:13:08	95	External
686619685654			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 07:28:40 PM	25 Nov, 2025 07:30:37 PM	25 Nov, 2025 05:08:28 PM	0:13:08	95	External
686619685654			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 07:28:40 PM	25 Nov, 2025 07:30:37 PM	25 Nov, 2025 05:08:28 PM	0:13:08	95	External
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686619720700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
686619720700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		25 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
686619720700			CTE_Credit		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 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
686619720700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		25 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
686619720700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
686619720700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
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686619720700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
686619720700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
686619720700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		25 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
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686619720700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
686619720700			CTE_Credit		Alorica - CT 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 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
686619720700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				25 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
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686619720700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		25 Nov, 2025 08:24:57 PM	25 Nov, 2025 08:32:35 PM	25 Nov, 2025 07:01:26 PM	0:13:12	95	External
686619649761			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 02:54:15 PM	25 Nov, 2025 03:32:22 PM	25 Nov, 2025 01:29:32 PM	0:12:46	90	External
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686619649761			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		25 Nov, 2025 02:54:15 PM	25 Nov, 2025 03:32:22 PM	25 Nov, 2025 01:29:32 PM	0:12:46	90	External
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686619649761			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 02:54:15 PM	25 Nov, 2025 03:32:22 PM	25 Nov, 2025 01:29:32 PM	0:12:46	90	External
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686619649761			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 02:54:15 PM	25 Nov, 2025 03:32:22 PM	25 Nov, 2025 01:29:32 PM	0:12:46	90	External
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686619649761			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 02:54:15 PM	25 Nov, 2025 03:32:22 PM	25 Nov, 2025 01:29:32 PM	0:12:46	90	External
686619649761			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 02:54:15 PM	25 Nov, 2025 03:32:22 PM	25 Nov, 2025 01:29:32 PM	0:12:46	90	External
686619649761			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 02:54:15 PM	25 Nov, 2025 03:32:22 PM	25 Nov, 2025 01:29:32 PM	0:12:46	90	External
686619649761			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 02:54:15 PM	25 Nov, 2025 03:32:22 PM	25 Nov, 2025 01:29:32 PM	0:12:46	90	External
686619649761			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 02:54:15 PM	25 Nov, 2025 03:32:22 PM	25 Nov, 2025 01:29:32 PM	0:12:46	90	External
686619649761			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 02:54:15 PM	25 Nov, 2025 03:32:22 PM	25 Nov, 2025 01:29:32 PM	0:12:46	90	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		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 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT 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 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
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686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 08:04:52 PM	25 Nov, 2025 08:13:07 PM	25 Nov, 2025 06:10:47 PM	0:08:38	65	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
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686619712252			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		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			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		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			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		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619712252	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619712252			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 07:38:50 PM	25 Nov, 2025 07:43:18 PM	25 Nov, 2025 06:11:24 PM	0:11:50	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		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 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT 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 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619672193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 04:56:51 PM	25 Nov, 2025 05:03:56 PM	25 Nov, 2025 03:42:11 PM	0:12:22	100	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			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 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	Over	25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			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 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			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 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
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686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619646041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 01:27:09 PM	25 Nov, 2025 01:54:42 PM	25 Nov, 2025 01:04:41 PM	0:12:30	80	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619704534	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619704534			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 10:32:27 PM	25 Nov, 2025 10:34:26 PM	25 Nov, 2025 05:39:32 PM	0:09:12	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		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 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3			25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT 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 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619663167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 07:34:50 PM	25 Nov, 2025 07:54:38 PM	25 Nov, 2025 02:49:07 PM	0:11:47	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			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		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			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		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	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
686619744818	[redacted]	[redacted]	CTE_Credit_Disco_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]	25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619744818			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 09:31:48 PM	25 Nov, 2025 09:35:25 PM	25 Nov, 2025 08:40:28 PM	0:11:11	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		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 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT 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 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619694047			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 08:42:07 PM	25 Nov, 2025 09:04:38 PM	25 Nov, 2025 04:52:52 PM	0:15:54	100	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		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 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	mplete to go to ssist	25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT 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 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	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
686619295584	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619295584			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 02:24:47 PM	25 Nov, 2025 02:38:18 PM	20 Nov, 2025 10:18:14 PM	0:08:30	65	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		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 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT 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 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619663910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 04:35:55 PM	25 Nov, 2025 04:52:58 PM	25 Nov, 2025 02:51:09 PM	0:10:42	85	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		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 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT 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 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619684234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 05:13:29 PM	25 Nov, 2025 05:17:40 PM	25 Nov, 2025 04:15:35 PM	0:07:34	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	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
686619645736	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619645736			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 02:15:23 PM	25 Nov, 2025 02:22:40 PM	25 Nov, 2025 01:03:15 PM	0:18:03	100	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		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 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT 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 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619670382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 08:14:58 PM	25 Nov, 2025 08:39:36 PM	25 Nov, 2025 03:23:14 PM	0:17:34	90	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		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 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	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
686619677444	[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 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
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686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
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686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
686619677444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 05:02:30 PM	25 Nov, 2025 05:10:13 PM	25 Nov, 2025 03:48:35 PM	0:13:05	100	External
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686619650756			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 02:21:01 PM	25 Nov, 2025 02:43:05 PM	25 Nov, 2025 01:35:37 PM	0:12:58	95	External
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686619650756			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 02:21:01 PM	25 Nov, 2025 02:43:05 PM	25 Nov, 2025 01:35:37 PM	0:12:58	95	External
686619650756			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 02:21:01 PM	25 Nov, 2025 02:43:05 PM	25 Nov, 2025 01:35:37 PM	0:12:58	95	External
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686619650756			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 02:21:01 PM	25 Nov, 2025 02:43:05 PM	25 Nov, 2025 01:35:37 PM	0:12:58	95	External
686619650756			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 02:21:01 PM	25 Nov, 2025 02:43:05 PM	25 Nov, 2025 01:35:37 PM	0:12:58	95	External
686619650756			CTE_Res_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		25 Nov, 2025 02:21:01 PM	25 Nov, 2025 02:43:05 PM	25 Nov, 2025 01:35:37 PM	0:12:58	95	External
686619650756			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 02:21:01 PM	25 Nov, 2025 02:43:05 PM	25 Nov, 2025 01:35:37 PM	0:12:58	95	External
686619650756			CTE_Res_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		25 Nov, 2025 02:21:01 PM	25 Nov, 2025 02:43:05 PM	25 Nov, 2025 01:35:37 PM	0:12:58	95	External
686619650756			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 02:21:01 PM	25 Nov, 2025 02:43:05 PM	25 Nov, 2025 01:35:37 PM	0:12:58	95	External
686619650756			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 02:21:01 PM	25 Nov, 2025 02:43:05 PM	25 Nov, 2025 01:35:37 PM	0:12:58	95	External
686619650756			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 02:21:01 PM	25 Nov, 2025 02:43:05 PM	25 Nov, 2025 01:35:37 PM	0:12:58	95	External
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686619650756			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 02:21:01 PM	25 Nov, 2025 02:43:05 PM	25 Nov, 2025 01:35:37 PM	0:12:58	95	External
686619711682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 07:30:46 PM	25 Nov, 2025 07:38:09 PM	25 Nov, 2025 06:10:45 PM	0:13:21	100	External
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686619711682			CTE_Credit		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 Nov, 2025 07:30:46 PM	25 Nov, 2025 07:38:09 PM	25 Nov, 2025 06:10:45 PM	0:13:21	100	External
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686619711682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 07:30:46 PM	25 Nov, 2025 07:38:09 PM	25 Nov, 2025 06:10:45 PM	0:13:21	100	External
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686619711682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 07:30:46 PM	25 Nov, 2025 07:38:09 PM	25 Nov, 2025 06:10:45 PM	0:13:21	100	External
686619711682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 07:30:46 PM	25 Nov, 2025 07:38:09 PM	25 Nov, 2025 06:10:45 PM	0:13:21	100	External
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686619711682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 07:30:46 PM	25 Nov, 2025 07:38:09 PM	25 Nov, 2025 06:10:45 PM	0:13:21	100	External
686619711682			CTE_Credit		Alorica - CT 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 Nov, 2025 07:30:46 PM	25 Nov, 2025 07:38:09 PM	25 Nov, 2025 06:10:45 PM	0:13:21	100	External
686619711682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 07:30:46 PM	25 Nov, 2025 07:38:09 PM	25 Nov, 2025 06:10:45 PM	0:13:21	100	External
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686619711682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 07:30:46 PM	25 Nov, 2025 07:38:09 PM	25 Nov, 2025 06:10:45 PM	0:13:21	100	External
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686619711682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 07:30:46 PM	25 Nov, 2025 07:38:09 PM	25 Nov, 2025 06:10:45 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
686619661435	[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 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
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686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
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686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
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686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
686619661435			CTE_Credit		Alorica - CT 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 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
686619661435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 03:12:20 PM	25 Nov, 2025 03:41:38 PM	25 Nov, 2025 02:43:23 PM	0:15:48	85	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			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		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			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		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			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		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619669633			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 07:16:32 PM	25 Nov, 2025 07:22:29 PM	25 Nov, 2025 03:35:55 PM	0:13:32	100	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		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 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	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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686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT 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 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
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686619610191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Nov, 2025 01:08:44 PM	25 Nov, 2025 01:46:33 PM	24 Nov, 2025 09:12:41 PM	0:15:06	95	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		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 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT 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 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619651729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	25 Nov, 2025 04:59:43 PM	25 Nov, 2025 07:18:57 PM	25 Nov, 2025 01:41:42 PM	0:14:37	100	External
686619533391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619533391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619533391			CTE_Credit		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 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619533391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619533391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619533391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619533391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619533391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619533391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619533391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
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686619533391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619533391			CTE_Credit		Alorica - CT 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 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619533391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619533391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	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
686619535391		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619535391		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619535391		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619535391		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619535391		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 08:04:53 PM	25 Nov, 2025 08:11:56 PM	24 Nov, 2025 04:33:58 PM	0:19:10	95	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		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 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT 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 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619712384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Nov, 2025 08:42:49 PM	25 Nov, 2025 08:50:29 PM	25 Nov, 2025 06:14:43 PM	0:09:12	90	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		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		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		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		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		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		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External
686619538335		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 05:45:11 PM	26 Nov, 2025 05:51:24 PM	24 Nov, 2025 04:05:22 PM	0:09:18	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619692892	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	[redacted]	26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619692892			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 11:43:39 AM	26 Nov, 2025 11:55:22 AM	25 Nov, 2025 04:49:12 PM	0:11:25	85	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619779113			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 03:44:45 PM	26 Nov, 2025 03:59:47 PM	26 Nov, 2025 01:14:21 PM	0:10:57	95	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		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 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT 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 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619649168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 12:06:51 PM	26 Nov, 2025 12:32:45 PM	25 Nov, 2025 01:28:09 PM	0:19:11	100	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		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 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619702302	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT 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 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619702302			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 03:12:36 PM	26 Nov, 2025 03:34:58 PM	25 Nov, 2025 05:32:19 PM	0:08:13	90	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			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 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			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 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			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 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619867637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 10:40:40 PM	26 Nov, 2025 10:45:15 PM	26 Nov, 2025 09:00:38 PM	0:08:27	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			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 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	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
686619832220	[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]	26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			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 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619832220			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 06:14:55 PM	26 Nov, 2025 06:28:39 PM	26 Nov, 2025 05:53:06 PM	0:08:31	85	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			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 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			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 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			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 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619223593			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 11:04:24 PM	26 Nov, 2025 11:06:00 PM	20 Nov, 2025 05:14:53 PM	0:12:54	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		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 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT 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 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	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
686619737815	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619737815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 10:33:56 PM	26 Nov, 2025 10:36:25 PM	25 Nov, 2025 08:19:36 PM	0:17:50	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		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 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT 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 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
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686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619857657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 09:22:26 PM	26 Nov, 2025 09:24:58 PM	26 Nov, 2025 08:04:56 PM	0:12:57	95	External
686619866128			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
686619866128			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
686619866128			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		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
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686619866128			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
686619866128			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
686619866128			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
686619866128			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
686619866128			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
686619866128			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
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686619866128			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
686619866128			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		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
686619866128			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
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686619866128			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 10:24:51 PM	26 Nov, 2025 10:31:25 PM	26 Nov, 2025 08:48:57 PM	0:16:10	95	External
686619796587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
686619796587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
686619796587			CTE_Credit		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 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
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686619796587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	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
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686619796587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
686619796587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
686619796587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
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686619796587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
686619796587			CTE_Credit		Alorica - CT 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 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
686619796587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
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686619796587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
686619796587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
686619796587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
686619796587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 04:04:52 PM	26 Nov, 2025 04:33:56 PM	26 Nov, 2025 02:58:07 PM	0:17:52	95	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619719944			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 11:32:36 AM	26 Nov, 2025 11:48:03 AM	25 Nov, 2025 06:41:47 PM	0:10:57	100	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	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
686619661499	[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	26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619661499			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Nov, 2025 01:38:38 PM	26 Nov, 2025 02:28:06 PM	25 Nov, 2025 02:44:51 PM	0:10:31	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			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	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			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	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			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	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619802803			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Nov, 2025 10:19:16 PM	26 Nov, 2025 10:22:19 PM	26 Nov, 2025 03:37:49 PM	0:21:58	95	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			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	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			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	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			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	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	85	External
686619712414			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Nov, 2025 04:51:47 PM	26 Nov, 2025 05:13:36 PM	25 Nov, 2025 06:52:23 PM	0:09:30	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
686619692319	[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]	26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		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 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT 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 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619692319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 01:03:37 PM	26 Nov, 2025 01:26:52 PM	25 Nov, 2025 05:23:40 PM	0:14:04	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		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 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT 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 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619823600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 09:28:24 PM	26 Nov, 2025 09:34:13 PM	26 Nov, 2025 05:10:41 PM	0:13:17	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619754121	[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]	26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619754121			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 03:37:05 PM	26 Nov, 2025 03:58:10 PM	25 Nov, 2025 09:22:40 PM	0:12:40	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		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 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT 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 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619763050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 03:39:53 PM	26 Nov, 2025 03:51:06 PM	25 Nov, 2025 10:43:46 PM	0:07:50	100	External
686619741389			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			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		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			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		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			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		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	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
686619741389		CTE_Credit_Payment_Spa	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
686619741389		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 05:53:53 PM	26 Nov, 2025 06:03:31 PM	25 Nov, 2025 08:23:24 PM	0:11:50	100	External
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686619859413		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
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686619859413		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
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686619859413		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
686619859413		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
686619859413		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
686619859413		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
686619859413		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
686619859413		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		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
686619859413		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
686619859413		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		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
686619859413		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
686619859413		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
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686619859413		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
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686619859413		CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 09:39:46 PM	26 Nov, 2025 09:42:54 PM	26 Nov, 2025 08:14:08 PM	0:13:02	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
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686619784304		CTE_Credit		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 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT 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 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619784304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 02:15:42 PM	26 Nov, 2025 03:09:04 PM	26 Nov, 2025 01:48:07 PM	0:08:52	100	External
686619744136		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
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686619744136		CTE_Credit		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 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	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
686619744136	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT 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 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	still on.	26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619744136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 02:58:06 PM	26 Nov, 2025 03:10:09 PM	25 Nov, 2025 09:17:02 PM	0:14:58	90	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
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686619687882			CTE_Credit		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 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
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686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ow	26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT 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 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619687882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 03:19:54 PM	26 Nov, 2025 03:42:44 PM	25 Nov, 2025 05:12:33 PM	0:13:47	95	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	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
686619653192	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619653192			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 12:56:52 PM	26 Nov, 2025 01:10:49 PM	25 Nov, 2025 01:56:16 PM	0:10:01	80	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619656455			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 04:37:26 PM	26 Nov, 2025 05:16:24 PM	25 Nov, 2025 02:08:32 PM	0:09:26	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		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 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT 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 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619811435	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	uld	26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619811435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 06:12:02 PM	26 Nov, 2025 06:41:57 PM	26 Nov, 2025 04:09:02 PM	0:16:44	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		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 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT 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 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ing	26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619647816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 01:22:49 PM	26 Nov, 2025 01:41:28 PM	25 Nov, 2025 01:19:23 PM	0:12:55	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		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 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT 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 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
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686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619756185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 01:47:08 PM	26 Nov, 2025 02:04:27 PM	25 Nov, 2025 09:54:44 PM	0:12:24	100	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
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686619784326			CTE_Credit		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 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	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
686619784326	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT 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 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
686619784326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 03:44:29 PM	26 Nov, 2025 04:01:13 PM	26 Nov, 2025 01:48:51 PM	0:12:33	95	External
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686619855719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
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686619855719			CTE_Credit		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 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
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686619855719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
686619855719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
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686619855719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
686619855719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
686619855719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
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686619855719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
686619855719			CTE_Credit		Alorica - CT 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 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
686619855719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
686619855719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
686619855719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
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686619855719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 10:04:41 PM	26 Nov, 2025 10:09:12 PM	26 Nov, 2025 07:58:24 PM	0:16:52	100	External
686619758565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	80	External
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686619758565			CTE_Credit		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 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	80	External
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686619758565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	80	External
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686619758565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	80	External
686619758565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	80	External
686619758565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	80	External
686619758565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	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
686619758565	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	26 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	80	External
686619758565			CTE_Credit		Alorica - CT 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 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	80	External
686619758565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	80	External
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686619758565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	80	External
686619758565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	80	External
686619758565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 01:29:22 PM	26 Nov, 2025 01:54:05 PM	25 Nov, 2025 10:18:42 PM	0:15:32	80	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		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 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT 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 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619693165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 12:42:40 PM	26 Nov, 2025 12:58:14 PM	25 Nov, 2025 04:55:07 PM	0:10:24	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		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 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT 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 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619661495	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619661495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 05:30:19 PM	26 Nov, 2025 05:51:52 PM	25 Nov, 2025 02:56:25 PM	0:17:04	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			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 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			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 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			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 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619823936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Nov, 2025 07:34:56 PM	26 Nov, 2025 07:48:26 PM	26 Nov, 2025 05:11:59 PM	0:16:08	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619958108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 07:05:11 PM	28 Nov, 2025 07:14:31 PM	28 Nov, 2025 06:43:29 PM	0:14:34	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	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
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619502202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 02:15:46 PM	28 Nov, 2025 02:22:31 PM	24 Nov, 2025 02:20:17 PM	0:08:10	100	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619928732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 06:17:03 PM	28 Nov, 2025 06:22:19 PM	28 Nov, 2025 03:57:20 PM	0:14:46	80	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			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 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			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 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			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 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	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
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619869743			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Nov, 2025 03:14:00 PM	30 Nov, 2025 03:16:28 PM	26 Nov, 2025 09:13:40 PM	0:13:46	95	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
686619847194			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 03:49:49 PM	28 Nov, 2025 04:27:55 PM	26 Nov, 2025 07:24:26 PM	0:20:13	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
685362384202			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 06:27:23 PM	28 Nov, 2025 06:34:51 PM	05 Nov, 2025 02:45:26 PM	0:04:39	100	External
686619546104			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	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
686619546104	[redacted]	CTE_Res_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		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		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		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		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619546104		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 06:19:17 PM	28 Nov, 2025 06:27:03 PM	24 Nov, 2025 05:00:03 PM	0:04:33	95	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
686619847354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 06:11:03 PM	28 Nov, 2025 06:35:15 PM	26 Nov, 2025 07:14:32 PM	0:13:10	100	External
685362759549		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	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
685362759549	[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]	28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362759549			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 07:39:46 PM	28 Nov, 2025 07:50:16 PM	07 Nov, 2025 04:45:12 PM	0:04:03	100	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
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685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
685362593281			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 05:31:57 PM	28 Nov, 2025 05:39:58 PM	06 Nov, 2025 04:11:42 PM	0:04:48	80	External
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686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
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686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	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
686618918290	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686618918290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 05:40:18 PM	28 Nov, 2025 05:50:53 PM	18 Nov, 2025 03:08:17 PM	0:05:14	55	External
686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
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686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
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686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
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686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
686619947924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 09:20:58 PM	28 Nov, 2025 09:23:00 PM	28 Nov, 2025 05:47:35 PM	0:13:40	100	External
686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
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686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
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686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
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686619922787			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 04:18:00 PM	28 Nov, 2025 04:18:27 PM	28 Nov, 2025 03:27:08 PM	0:16:31	100	External
686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
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686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External

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686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
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686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
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686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
686619914872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 04:01:09 PM	28 Nov, 2025 04:19:32 PM	28 Nov, 2025 02:42:34 PM	0:13:30	85	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
685362982755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 06:48:55 PM	28 Nov, 2025 06:55:39 PM	10 Nov, 2025 05:38:02 PM	0:04:36	80	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	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
686619925293	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619925293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 04:41:30 PM	28 Nov, 2025 04:58:10 PM	28 Nov, 2025 03:41:43 PM	0:08:49	95	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619958623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 07:04:43 PM	28 Nov, 2025 07:23:32 PM	28 Nov, 2025 06:44:56 PM	0:09:11	85	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619957105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 06:56:08 PM	28 Nov, 2025 07:03:27 PM	28 Nov, 2025 06:39:48 PM	0:14:03	95	External
686619973757			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	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
686619973757	[redacted]		TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619973757			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 09:08:13 PM	28 Nov, 2025 09:14:36 PM	28 Nov, 2025 08:25:10 PM	0:07:10	85	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			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		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			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		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			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		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
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686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619874591			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 05:11:04 PM	28 Nov, 2025 05:20:23 PM	26 Nov, 2025 09:45:56 PM	0:11:37	80	External
686619919775			TE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			TE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			TE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			TE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			TE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			TE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			TE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			TE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			TE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	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
686619919775	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
686619919775			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 04:03:53 PM	28 Nov, 2025 04:36:12 PM	28 Nov, 2025 03:05:53 PM	0:17:11	90	External
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686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
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686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
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686618841720			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 07:23:40 PM	28 Nov, 2025 07:30:53 PM	17 Nov, 2025 09:11:12 PM	0:04:10	95	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	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
686619147281	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619147281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 07:14:33 PM	28 Nov, 2025 07:21:19 PM	19 Nov, 2025 09:01:48 PM	0:04:07	100	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619214730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 06:07:50 PM	28 Nov, 2025 06:16:25 PM	20 Nov, 2025 03:55:53 PM	0:04:18	95	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686619268129			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 Nov, 2025 05:55:40 PM	28 Nov, 2025 06:06:03 PM	20 Nov, 2025 08:03:05 PM	0:04:11	90	External
686620083355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit		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 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	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
686620083355	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT 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 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	6	01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620083355			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 03:58:39 PM	01 Dec, 2025 06:08:58 PM	01 Dec, 2025 03:21:22 PM	0:15:30	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620178106			CTE_Res_Default	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 08:29:07 PM	01 Dec, 2025 08:33:13 PM	01 Dec, 2025 08:11:20 PM	0:06:32	90	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620129633			CTE_Res_Billing	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 08:41:12 PM	01 Dec, 2025 08:45:50 PM	01 Dec, 2025 05:55:07 PM	0:07:55	80	External
686620060625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit	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 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit	Alorica - CT 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 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	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
686620060625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620060625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 07:08:07 PM	01 Dec, 2025 07:14:12 PM	01 Dec, 2025 01:54:55 PM	0:10:59	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620122230			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 05:53:41 PM	01 Dec, 2025 06:23:35 PM	01 Dec, 2025 05:27:40 PM	0:12:44	100	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620091569			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 04:22:40 PM	01 Dec, 2025 04:51:58 PM	01 Dec, 2025 03:46:13 PM	0:17:52	55	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	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
686620071108	[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]	01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		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 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT 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 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620071108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 05:56:55 PM	01 Dec, 2025 06:24:57 PM	01 Dec, 2025 02:44:37 PM	0:11:25	80	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		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 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT 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 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620059684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 03:24:34 PM	01 Dec, 2025 03:31:43 PM	01 Dec, 2025 02:01:02 PM	0:11:01	100	External
686620058594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit		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 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External

Master Contact	Agent Name	Team	Skill	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620058594	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit	Alorica - CT 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 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620058594			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 03:18:24 PM	01 Dec, 2025 03:23:03 PM	01 Dec, 2025 01:36:00 PM	0:11:13	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			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		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			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		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			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		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620053931			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 03:38:05 PM	01 Dec, 2025 03:39:27 PM	01 Dec, 2025 01:03:02 PM	0:11:42	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	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 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT 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 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	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
686620099285	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620099285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 05:23:21 PM	01 Dec, 2025 05:38:22 PM	01 Dec, 2025 04:21:15 PM	0:06:33	95	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		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 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT 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 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620074521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 07:12:46 PM	01 Dec, 2025 07:31:33 PM	01 Dec, 2025 03:00:17 PM	0:11:19	85	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		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 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT 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 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620064095			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 02:46:14 PM	01 Dec, 2025 03:06:41 PM	01 Dec, 2025 02:18:19 PM	0:09:56	75	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		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 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	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
686620102687	[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]	01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT 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 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620102687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 07:57:52 PM	01 Dec, 2025 08:20:05 PM	01 Dec, 2025 04:29:12 PM	0:12:56	90	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		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 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT 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 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620075781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 06:26:21 PM	01 Dec, 2025 07:00:39 PM	01 Dec, 2025 03:04:10 PM	0:19:23	75	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		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 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT 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 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620108697	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620108697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 05:55:17 PM	01 Dec, 2025 05:58:23 PM	01 Dec, 2025 04:40:48 PM	0:14:37	85	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		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 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT 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 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620085164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 04:52:13 PM	01 Dec, 2025 06:09:11 PM	01 Dec, 2025 03:40:20 PM	0:26:56	95	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		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 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT 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 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	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
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620080257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 07:38:57 PM	01 Dec, 2025 07:54:02 PM	01 Dec, 2025 03:17:38 PM	0:09:27	80	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620179081			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 09:39:27 PM	01 Dec, 2025 09:57:12 PM	01 Dec, 2025 08:11:43 PM	0:08:05	90	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		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 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT 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 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620135976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 07:52:00 PM	01 Dec, 2025 08:15:51 PM	01 Dec, 2025 06:22:11 PM	0:15:03	100	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		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 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	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
686620083244	[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]	01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT 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 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620083244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 03:57:26 PM	01 Dec, 2025 04:20:12 PM	01 Dec, 2025 03:29:53 PM	0:07:10	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		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 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT 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 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT 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 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620085041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 09:12:14 PM	01 Dec, 2025 09:37:26 PM	01 Dec, 2025 03:35:25 PM	0:15:44	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		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 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT 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 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	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
686620088162	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620088162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 05:18:18 PM	01 Dec, 2025 05:46:07 PM	01 Dec, 2025 03:41:39 PM	0:22:07	95	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		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 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT 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 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620077698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 03:38:48 PM	01 Dec, 2025 03:55:25 PM	01 Dec, 2025 03:06:51 PM	0:12:32	65	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620162132			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 09:59:00 PM	01 Dec, 2025 10:07:47 PM	01 Dec, 2025 07:27:44 PM	0:06:34	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		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 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	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
686620076683	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT 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 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620076683			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 04:03:40 PM	01 Dec, 2025 04:30:32 PM	01 Dec, 2025 03:10:53 PM	0:25:44	90	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			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		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			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		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			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		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620174574			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 09:03:48 PM	01 Dec, 2025 09:04:34 PM	01 Dec, 2025 08:08:01 PM	0:05:15	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		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 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT 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 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620081186	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620081186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	01 Dec, 2025 07:43:48 PM	01 Dec, 2025 07:46:05 PM	01 Dec, 2025 03:29:28 PM	0:17:37	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620113795			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	01 Dec, 2025 05:26:34 PM	01 Dec, 2025 05:45:53 PM	01 Dec, 2025 05:04:00 PM	0:16:33	100	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620202653			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	01 Dec, 2025 10:09:24 PM	01 Dec, 2025 10:23:30 PM	01 Dec, 2025 09:14:03 PM	0:08:07	85	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	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
686620054318	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620054318			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 05:03:20 PM	01 Dec, 2025 05:15:23 PM	01 Dec, 2025 01:03:30 PM	0:14:04	95	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		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 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT 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 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620062473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 06:39:59 PM	01 Dec, 2025 06:50:22 PM	01 Dec, 2025 02:05:06 PM	0:15:53	100	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		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 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT 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 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 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
686620067080	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620067080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Dec, 2025 02:56:23 PM	01 Dec, 2025 03:27:12 PM	01 Dec, 2025 02:30:05 PM	0:12:35	85	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			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 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			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 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			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 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
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686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620091230			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 01:16:19 PM	02 Dec, 2025 01:30:22 PM	01 Dec, 2025 03:47:14 PM	0:10:23	100	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			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		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			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		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			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		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620285414			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 06:15:12 PM	02 Dec, 2025 06:44:08 PM	02 Dec, 2025 03:30:02 PM	0:12:26	85	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	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
686620275145	[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]	02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		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 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT 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 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
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686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620275145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 07:55:37 PM	02 Dec, 2025 08:04:28 PM	02 Dec, 2025 02:56:20 PM	0:06:34	100	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			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 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			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 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			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 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620186909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 01:31:36 PM	02 Dec, 2025 01:58:30 PM	01 Dec, 2025 07:41:41 PM	0:11:43	85	External
686620224219			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			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		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			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		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			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		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	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
686620224219	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
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686620224219			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620224219			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 06:57:01 PM	02 Dec, 2025 07:10:48 PM	01 Dec, 2025 10:04:39 PM	0:13:09	95	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		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 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT 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 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620172186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 08:06:43 PM	02 Dec, 2025 08:13:47 PM	01 Dec, 2025 08:04:09 PM	0:09:51	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620293745			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 05:21:26 PM	02 Dec, 2025 05:22:25 PM	02 Dec, 2025 04:23:10 PM	0:07:11	100	External
686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
686620204604			CTE_Credit		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 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620204604	[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]	02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
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686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
686620204604			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 07:26:26 PM	02 Dec, 2025 07:46:14 PM	01 Dec, 2025 09:21:00 PM	0:09:38	100	External
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686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			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 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			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 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			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 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620097999			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 02:09:44 PM	02 Dec, 2025 02:37:22 PM	01 Dec, 2025 04:12:10 PM	0:10:10	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			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 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			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 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			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 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	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
686620332538		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620332538		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 09:04:56 PM	02 Dec, 2025 09:10:43 PM	02 Dec, 2025 06:03:40 PM	0:09:20	95	External
686620281104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
686620281104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
686620281104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
686620281104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
686620281104		CTE_Credit		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 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
686620281104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
686620281104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
6866202811104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
6866202811104		CTE_Credit		Alorica - CT 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 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
6866202811104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
6866202811104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
6866202811104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
6866202811104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
6866202811104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
686620281104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
686620281104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
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686620281104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
686620281104		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 10:33:33 PM	02 Dec, 2025 10:50:37 PM	02 Dec, 2025 03:35:40 PM	0:11:53	100	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		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 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT 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 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620294887		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 06:55:47 PM	02 Dec, 2025 06:57:16 PM	02 Dec, 2025 04:04:01 PM	0:13:49	95	External
686620211579		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620211579	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	[redacted]	02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620211579			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 03:33:54 PM	02 Dec, 2025 03:40:03 PM	01 Dec, 2025 09:40:12 PM	0:08:44	75	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620188289			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 01:46:32 PM	02 Dec, 2025 02:01:43 PM	01 Dec, 2025 08:38:14 PM	0:09:49	85	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620199425			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 12:43:18 PM	02 Dec, 2025 01:03:30 PM	01 Dec, 2025 09:07:50 PM	0:18:10	75	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		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 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT 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 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620297579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620297579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Dec, 2025 05:31:43 PM	02 Dec, 2025 05:38:00 PM	02 Dec, 2025 05:05:31 PM	0:06:47	100	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620179446			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Dec, 2025 02:05:19 PM	02 Dec, 2025 02:11:32 PM	01 Dec, 2025 08:12:26 PM	0:10:22	60	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			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	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			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	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			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	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620221762			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Dec, 2025 04:24:21 PM	02 Dec, 2025 04:47:57 PM	01 Dec, 2025 09:40:13 PM	0:10:11	95	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620233564	[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	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		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 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT 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 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620233564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Dec, 2025 08:18:35 PM	02 Dec, 2025 08:31:23 PM	01 Dec, 2025 11:21:35 PM	0:06:11	75	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			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 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			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 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			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 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620066108			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Dec, 2025 06:39:28 PM	02 Dec, 2025 06:55:55 PM	01 Dec, 2025 02:14:53 PM	0:11:37	90	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	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
686620147666	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	[redacted]	02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620147666			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 02:05:36 PM	02 Dec, 2025 02:26:13 PM	01 Dec, 2025 06:55:10 PM	0:12:00	80	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		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 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT 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 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620222890			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 05:18:31 PM	02 Dec, 2025 06:27:53 PM	01 Dec, 2025 10:50:30 PM	0:10:20	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			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 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			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 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			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 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620142247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 04:53:45 PM	02 Dec, 2025 05:13:00 PM	01 Dec, 2025 06:43:52 PM	0:10:38	95	External
686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
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686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
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686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	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
686620297654	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	[redacted]	02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
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686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
686620297654			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 05:10:38 PM	02 Dec, 2025 05:19:09 PM	02 Dec, 2025 04:35:03 PM	0:06:15	95	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
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686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
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686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620179764			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 03:08:28 PM	02 Dec, 2025 03:28:20 PM	01 Dec, 2025 08:12:00 PM	0:12:21	100	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	[redacted]	02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620204917			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	ss. fy R	02 Dec, 2025 01:46:39 PM	02 Dec, 2025 01:53:37 PM	01 Dec, 2025 09:18:53 PM	0:07:23	65	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		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 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT 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 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620262415	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620262415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 07:16:32 PM	02 Dec, 2025 07:21:55 PM	02 Dec, 2025 02:18:49 PM	0:12:40	95	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			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 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			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 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			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 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620057211			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 05:14:21 PM	02 Dec, 2025 05:52:51 PM	01 Dec, 2025 01:23:22 PM	0:11:02	100	External
686620159282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620159282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620159282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620159282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620159282			CTE_Credit		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 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620159282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620159282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620159282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.			02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620159282			CTE_Credit		Alorica - CT 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 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620159282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
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686620159282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
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686620159282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620159282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620159282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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686620159282		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620159282		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 03:00:43 PM	02 Dec, 2025 04:13:59 PM	01 Dec, 2025 07:28:29 PM	0:15:36	95	External
686620344764		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
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686620344764		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
686620344764		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
686620344764		CTE_Credit		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 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
686620344764		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
686620344764		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
686620344764		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
686620344764		CTE_Credit		Alorica - CT 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 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
686620344764		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
686620344764		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
686620344764		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
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686620344764		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
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686620344764		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
686620344764		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 09:52:44 PM	02 Dec, 2025 10:13:01 PM	02 Dec, 2025 06:57:15 PM	0:16:43	100	External
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686620369897		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 08:56:17 PM	02 Dec, 2025 09:29:16 PM	02 Dec, 2025 08:31:08 PM	0:13:33	80	External
686620369897		CTE_Credit		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 Dec, 2025 08:56:17 PM	02 Dec, 2025 09:29:16 PM	02 Dec, 2025 08:31:08 PM	0:13:33	80	External
686620369897		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 08:56:17 PM	02 Dec, 2025 09:29:16 PM	02 Dec, 2025 08:31:08 PM	0:13:33	80	External
686620369897		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:56:17 PM	02 Dec, 2025 09:29:16 PM	02 Dec, 2025 08:31:08 PM	0:13:33	80	External
686620369897		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 08:56:17 PM	02 Dec, 2025 09:29:16 PM	02 Dec, 2025 08:31:08 PM	0:13:33	80	External
686620369897		CTE_Credit		Alorica - CT 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 Dec, 2025 08:56:17 PM	02 Dec, 2025 09:29:16 PM	02 Dec, 2025 08:31:08 PM	0:13:33	80	External
686620369897		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 08:56:17 PM	02 Dec, 2025 09:29:16 PM	02 Dec, 2025 08:31:08 PM	0:13:33	80	External
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686620369897		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 08:56:17 PM	02 Dec, 2025 09:29:16 PM	02 Dec, 2025 08:31:08 PM	0:13:33	80	External
686620369897		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 08:56:17 PM	02 Dec, 2025 09:29:16 PM	02 Dec, 2025 08:31:08 PM	0:13:33	80	External
686620369897		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 08:56:17 PM	02 Dec, 2025 09:29:16 PM	02 Dec, 2025 08:31:08 PM	0:13:33	80	External
686620369897		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 08:56:17 PM	02 Dec, 2025 09:29:16 PM	02 Dec, 2025 08:31:08 PM	0:13:33	80	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
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686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		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 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT 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 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620190553		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 05:48:37 PM	02 Dec, 2025 05:57:17 PM	01 Dec, 2025 08:42:30 PM	0:14:49	100	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620162652		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 02:05:31 PM	02 Dec, 2025 02:25:11 PM	01 Dec, 2025 07:29:36 PM	0:07:29	85	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		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 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		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 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		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 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	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
686620296990	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620296990			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 05:06:53 PM	02 Dec, 2025 05:15:35 PM	02 Dec, 2025 03:57:28 PM	0:12:57	100	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		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 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT 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 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620200244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 11:29:10 PM	02 Dec, 2025 11:58:35 PM	01 Dec, 2025 09:09:18 PM	0:12:45	90	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		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 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT 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 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620369228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 11:09:47 PM	02 Dec, 2025 11:27:19 PM	02 Dec, 2025 08:32:36 PM	0:12:52	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		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 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	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
686620332983	[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]	02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT 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 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620332983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 09:07:03 PM	02 Dec, 2025 09:11:03 PM	02 Dec, 2025 06:06:18 PM	0:15:12	100	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		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 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT 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 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	call	02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620318363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 09:43:52 PM	02 Dec, 2025 09:51:59 PM	02 Dec, 2025 05:30:31 PM	0:19:25	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			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		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			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		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			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		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	ner	02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213043			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 03:56:44 PM	02 Dec, 2025 04:16:31 PM	01 Dec, 2025 09:21:29 PM	0:11:41	90	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			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		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			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		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			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		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620213444			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 02:43:32 PM	02 Dec, 2025 03:59:48 PM	01 Dec, 2025 09:25:29 PM	0:11:05	95	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620182129			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 11:36:38 AM	02 Dec, 2025 11:42:55 AM	01 Dec, 2025 08:18:23 PM	0:05:36	80	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	90	External
686620119112			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 02:49:50 PM	02 Dec, 2025 03:03:25 PM	01 Dec, 2025 05:16:50 PM	0:12:53	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
686620373289	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	ss,	02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		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 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT 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 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620373289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 09:32:32 PM	02 Dec, 2025 09:36:13 PM	02 Dec, 2025 08:44:43 PM	0:10:47	95	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		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 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT 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 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	a e	02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620341206			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 07:12:40 PM	02 Dec, 2025 07:21:18 PM	02 Dec, 2025 06:43:09 PM	0:17:01	85	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		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 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620226333	[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	02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620226333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Dec, 2025 05:05:02 PM	02 Dec, 2025 05:12:05 PM	01 Dec, 2025 11:06:43 PM	0:07:23	90	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			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 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			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 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			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 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620109972			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Dec, 2025 07:16:15 PM	02 Dec, 2025 07:30:42 PM	01 Dec, 2025 03:58:59 PM	0:10:58	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			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	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			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	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			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	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620172493			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	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
686620172493	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	02 Dec, 2025 07:31:34 PM	02 Dec, 2025 07:42:46 PM	01 Dec, 2025 07:01:13 PM	0:11:00	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		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 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT 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 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620059634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 01:09:54 PM	02 Dec, 2025 01:15:31 PM	01 Dec, 2025 01:49:05 PM	0:17:03	100	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620085331			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 12:18:16 PM	02 Dec, 2025 12:41:59 PM	01 Dec, 2025 03:37:20 PM	0:11:52	85	External
686620159819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819			CTE_Credit		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 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819			CTE_Credit		Alorica - CT 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 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	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
686620159819		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620159819		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 04:24:47 PM	02 Dec, 2025 04:47:49 PM	01 Dec, 2025 07:26:01 PM	0:11:33	100	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620153458		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 01:26:28 PM	02 Dec, 2025 01:41:31 PM	01 Dec, 2025 07:07:44 PM	0:10:34	90	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		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 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT 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 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	ner	02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620272172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 03:51:14 PM	02 Dec, 2025 04:24:04 PM	02 Dec, 2025 02:45:17 PM	0:10:18	85	External
686620293263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263		CTE_Credit		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 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263		CTE_Credit		Alorica - CT 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 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 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
686620293263	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620293263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 04:55:24 PM	02 Dec, 2025 05:04:05 PM	02 Dec, 2025 04:03:22 PM	0:12:39	100	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620284323			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 04:14:16 PM	02 Dec, 2025 04:15:39 PM	02 Dec, 2025 03:36:01 PM	0:10:01	90	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620165136			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 06:47:21 PM	02 Dec, 2025 06:59:53 PM	01 Dec, 2025 07:51:31 PM	0:13:49	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620301563			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 05:26:32 PM	02 Dec, 2025 05:31:38 PM	02 Dec, 2025 05:11:54 PM	0:10:20	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 10:16:18 PM	02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 10:16:18 PM	02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 10:16:18 PM	02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	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
686620068841	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		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 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT 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 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620068841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 10:33:04 PM	01 Dec, 2025 02:38:02 PM	0:09:08	100	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		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 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT 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 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620347447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 10:06:52 PM	02 Dec, 2025 07:06:16 PM	0:10:08	75	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		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 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620278479	[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 Dec, 2025 04:50:44 PM	02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT 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 Dec, 2025 04:50:44 PM	02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 04:50:44 PM	02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 04:50:44 PM	02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 04:50:44 PM	02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 04:50:44 PM	02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 04:50:44 PM	02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 04:50:44 PM	02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 04:50:44 PM	02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 04:50:44 PM	02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 04:50:44 PM	02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620278479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 04:50:44 PM	02 Dec, 2025 05:25:52 PM	02 Dec, 2025 03:13:37 PM	0:14:32	100	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620163003			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 03:20:32 PM	02 Dec, 2025 03:27:23 PM	01 Dec, 2025 07:32:33 PM	0:05:47	85	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		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 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT 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 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620332556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Dec, 2025 09:16:27 PM	02 Dec, 2025 09:21:57 PM	02 Dec, 2025 06:05:34 PM	0:08:42	100	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620213587	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	[redacted]	02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620213587			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 11:45:18 AM	02 Dec, 2025 12:08:57 PM	01 Dec, 2025 09:47:09 PM	0:05:51	95	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620206668			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 12:53:51 PM	02 Dec, 2025 01:07:16 PM	01 Dec, 2025 09:23:27 PM	0:10:50	90	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620266839			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 07:06:36 PM	02 Dec, 2025 07:22:17 PM	02 Dec, 2025 02:43:36 PM	0:08:47	100	External
686620066898		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898		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		02 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898		M	CTE_Credit		Alorica - CT 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 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
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686620066898		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		02 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620066898	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620066898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Dec, 2025 06:49:47 PM	02 Dec, 2025 07:04:52 PM	01 Dec, 2025 02:27:35 PM	0:11:16	100	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
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686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
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686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620391081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Dec, 2025 01:26:27 PM	03 Dec, 2025 01:51:26 PM	02 Dec, 2025 10:17:16 PM	0:12:58	95	External
686620405205			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Dec, 2025 01:32:59 PM	03 Dec, 2025 01:56:02 PM	02 Dec, 2025 10:49:04 PM	0:11:30	90	External
686620405205			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Dec, 2025 01:32:59 PM	03 Dec, 2025 01:56:02 PM	02 Dec, 2025 10:49:04 PM	0:11:30	90	External
686620405205			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Dec, 2025 01:32:59 PM	03 Dec, 2025 01:56:02 PM	02 Dec, 2025 10:49:04 PM	0:11:30	90	External
686620405205			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Dec, 2025 01:32:59 PM	03 Dec, 2025 01:56:02 PM	02 Dec, 2025 10:49:04 PM	0:11:30	90	External
686620405205			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		Dec, 2025 01:32:59 PM	03 Dec, 2025 01:56:02 PM	02 Dec, 2025 10:49:04 PM	0:11:30	90	External
686620405205			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Dec, 2025 01:32:59 PM	03 Dec, 2025 01:56:02 PM	02 Dec, 2025 10:49:04 PM	0:11:30	90	External
686620405205			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		Dec, 2025 01:32:59 PM	03 Dec, 2025 01:56:02 PM	02 Dec, 2025 10:49:04 PM	0:11:30	90	External
686620405205			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Dec, 2025 01:32:59 PM	03 Dec, 2025 01:56:02 PM	02 Dec, 2025 10:49:04 PM	0:11:30	90	External
686620405205			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		Dec, 2025 01:32:59 PM	03 Dec, 2025 01:56:02 PM	02 Dec, 2025 10:49:04 PM	0:11:30	90	External
686620405205			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Dec, 2025 01:32:59 PM	03 Dec, 2025 01:56:02 PM	02 Dec, 2025 10:49:04 PM	0:11:30	90	External
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686620405205			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Dec, 2025 01:32:59 PM	03 Dec, 2025 01:56:02 PM	02 Dec, 2025 10:49:04 PM	0:11:30	90	External
686620405205			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Dec, 2025 01:32:59 PM	03 Dec, 2025 01:56:02 PM	02 Dec, 2025 10:49:04 PM	0:11:30	90	External
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686620388002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
686620388002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
686620388002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
686620388002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
686620388002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
686620388002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	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
686620388002	[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]	03 Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
686620388002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
686620388002			CTE_Credit		Alorica - CT 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 Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
686620388002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
686620388002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
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686620388002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
686620388002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
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686620388002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 05:57:42 PM	03 Dec, 2025 06:00:54 PM	02 Dec, 2025 09:36:07 PM	0:13:58	85	External
686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
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686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
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686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
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686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
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686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
686620533702		_T	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 09:39:21 PM	03 Dec, 2025 09:46:47 PM	03 Dec, 2025 08:31:16 PM	0:08:52	95	External
686620340523		es_M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_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		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_M	CTE_Credit		Alorica - CT 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 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		es_M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External

Master Contact	[redacted]	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Ty	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620340523		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620340523		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 01:57:57 PM	03 Dec, 2025 02:56:45 PM	02 Dec, 2025 07:15:43 PM	0:11:18	95	External
686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		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 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		Alorica - CT 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 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
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686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
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686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620381340		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 05:18:29 PM	03 Dec, 2025 05:24:15 PM	02 Dec, 2025 09:12:34 PM	0:12:51	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		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 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
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686620476955		CTE_Credit		Alorica - CT 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 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620476955		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	f	03 Dec, 2025 08:46:19 PM	03 Dec, 2025 08:51:05 PM	03 Dec, 2025 05:00:37 PM	0:10:25	95	External
686620386099		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	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
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686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT 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 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620386099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 07:07:21 PM	03 Dec, 2025 07:18:58 PM	02 Dec, 2025 09:23:47 PM	0:10:22	100	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		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 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT 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 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620319964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	r	03 Dec, 2025 04:22:33 PM	03 Dec, 2025 04:27:38 PM	02 Dec, 2025 05:29:57 PM	0:23:51	90	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			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		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			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		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			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		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	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
686620423901	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620423901			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 09:21:42 PM	03 Dec, 2025 09:22:45 PM	03 Dec, 2025 01:15:30 PM	0:04:34	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		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 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT 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 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
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686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620489641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 07:21:23 PM	03 Dec, 2025 07:35:31 PM	03 Dec, 2025 05:49:57 PM	0:09:17	100	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		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 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT 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 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620215736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 07:38:25 PM	03 Dec, 2025 08:00:27 PM	01 Dec, 2025 10:02:36 PM	0:11:44	55	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	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
686620344388	[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]	03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			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 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			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 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			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 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620344388			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 12:56:24 PM	03 Dec, 2025 01:26:24 PM	02 Dec, 2025 06:44:43 PM	0:10:32	95	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		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 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT 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 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
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686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
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686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620453710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 06:46:01 PM	03 Dec, 2025 07:01:15 PM	03 Dec, 2025 03:58:29 PM	0:09:42	90	External
686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			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 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			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 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			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 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	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
686620361099	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
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686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
686620361099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 01:59:29 PM	03 Dec, 2025 02:15:09 PM	02 Dec, 2025 07:44:46 PM	0:12:09	90	External
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686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
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686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		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 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT 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 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
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686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620439234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 05:03:40 PM	03 Dec, 2025 05:22:18 PM	03 Dec, 2025 02:42:06 PM	0:09:35	90	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		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 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT 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 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
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686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620446490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 06:09:13 PM	03 Dec, 2025 06:25:58 PM	03 Dec, 2025 03:24:40 PM	0:08:48	95	External
686620406676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
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686620406676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External

Master Contact	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		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 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT 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 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620406676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 01:40:16 PM	03 Dec, 2025 01:55:28 PM	02 Dec, 2025 11:19:44 PM	0:07:47	100	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		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 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT 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 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620359145	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 03:33:12 PM	03 Dec, 2025 03:52:50 PM	02 Dec, 2025 07:49:58 PM	0:10:45	90	External
686620427441	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441	CTE_Credit		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 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441	CTE_Credit		Alorica - CT 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 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	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
686620427441	[redacted]	[redacted]	CTE_Credit	[redacted]	orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620427441			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 05:26:23 PM	03 Dec, 2025 05:46:12 PM	03 Dec, 2025 01:47:21 PM	0:12:58	85	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			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		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			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		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			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		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620321572			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 01:02:49 PM	03 Dec, 2025 01:17:16 PM	02 Dec, 2025 05:51:49 PM	0:08:53	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			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		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			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		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			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		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620427299			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 03:17:53 PM	03 Dec, 2025 03:29:24 PM	03 Dec, 2025 01:29:26 PM	0:09:12	100	External
686620337699			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
686620337699			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
686620337699			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	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
686620337699	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
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686620337699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
686620337699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
686620337699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
686620337699			CTE_Credit		Alorica - CT 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 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
686620337699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
686620337699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
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686620337699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
686620337699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
686620337699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
686620337699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
686620337699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 02:32:46 PM	03 Dec, 2025 02:37:17 PM	02 Dec, 2025 06:32:30 PM	0:10:39	90	External
686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
686620302042			CTE_Credit		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 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
686620302042			CTE_Credit		Alorica - CT 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 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
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686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
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686620302042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Dec, 2025 02:23:53 PM	03 Dec, 2025 02:24:20 PM	02 Dec, 2025 04:58:07 PM	0:13:09	100	External
687868673999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999			CTE_Credit		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 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999			CTE_Credit		Alorica - CT 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 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
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687868673999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	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
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687868673999		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868673999		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 08:55:29 PM	04 Dec, 2025 09:02:02 PM	04 Dec, 2025 06:47:46 PM	0:07:11	100	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		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 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT 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 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
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687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868640009		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 05:22:45 PM	04 Dec, 2025 05:32:42 PM	04 Dec, 2025 04:32:00 PM	0:12:54	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		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 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT 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 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868608832		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 03:41:38 PM	04 Dec, 2025 04:04:23 PM	04 Dec, 2025 02:29:46 PM	0:09:48	95	External
687868660316		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
687868660316		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
687868660316		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868660316	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	04 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
687868660316			CTE_Credit		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 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
687868660316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
687868660316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
687868660316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
687868660316			CTE_Credit		Alorica - CT 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 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
687868660316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
687868660316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
687868660316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
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687868660316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
687868660316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
687868660316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 08:34:12 PM	04 Dec, 2025 08:52:03 PM	04 Dec, 2025 05:43:00 PM	0:17:38	75	External
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687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
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687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868630114			CTE_Credit		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 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868630114			CTE_Credit		Alorica - CT 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 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
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687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
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687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868630114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 05:03:31 PM	04 Dec, 2025 05:27:52 PM	04 Dec, 2025 03:57:14 PM	0:10:12	70	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 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
687868624388	[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]	04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		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 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT 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 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
687868624388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 07:48:59 PM	04 Dec, 2025 07:56:31 PM	04 Dec, 2025 03:29:43 PM	0:11:25	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		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 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT 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 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
685362318550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 04:38:49 PM	04 Dec, 2025 05:02:06 PM	04 Nov, 2025 09:08:56 PM	0:13:59	100	External
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687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
687868665163			CTE_Credit		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 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
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687868665163			CTE_Credit		Alorica - CT 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 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868665163	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
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687868665163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 08:48:44 PM	04 Dec, 2025 08:50:16 PM	04 Dec, 2025 06:04:41 PM	0:17:48	100	External
686620500994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
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686620500994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
686620500994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
686620500994			CTE_Credit		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 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
686620500994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
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686620500994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
686620500994			CTE_Credit		Alorica - CT 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 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
686620500994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
686620500994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
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686620500994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
686620500994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
686620500994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
686620500994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 04:34:07 PM	04 Dec, 2025 04:38:14 PM	03 Dec, 2025 06:49:48 PM	0:15:20	100	External
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687868681795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 08:55:39 PM	04 Dec, 2025 09:06:54 PM	04 Dec, 2025 07:25:42 PM	0:11:18	90	External
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687868681795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 08:55:39 PM	04 Dec, 2025 09:06:54 PM	04 Dec, 2025 07:25:42 PM	0:11:18	90	External
687868681795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 08:55:39 PM	04 Dec, 2025 09:06:54 PM	04 Dec, 2025 07:25:42 PM	0:11:18	90	External
687868681795			CTE_Credit		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 Dec, 2025 08:55:39 PM	04 Dec, 2025 09:06:54 PM	04 Dec, 2025 07:25:42 PM	0:11:18	90	External
687868681795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 08:55:39 PM	04 Dec, 2025 09:06:54 PM	04 Dec, 2025 07:25:42 PM	0:11:18	90	External
687868681795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:55:39 PM	04 Dec, 2025 09:06:54 PM	04 Dec, 2025 07:25:42 PM	0:11:18	90	External
687868681795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 08:55:39 PM	04 Dec, 2025 09:06:54 PM	04 Dec, 2025 07:25:42 PM	0:11:18	90	External
687868681795			CTE_Credit		Alorica - CT 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 Dec, 2025 08:55:39 PM	04 Dec, 2025 09:06:54 PM	04 Dec, 2025 07:25:42 PM	0:11:18	90	External
687868681795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 08:55:39 PM	04 Dec, 2025 09:06:54 PM	04 Dec, 2025 07:25:42 PM	0:11:18	90	External
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687868681795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 08:55:39 PM	04 Dec, 2025 09:06:54 PM	04 Dec, 2025 07:25:42 PM	0:11:18	90	External
687868681795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 08:55:39 PM	04 Dec, 2025 09:06:54 PM	04 Dec, 2025 07:25:42 PM	0:11:18	90	External
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687868681795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 08:55:39 PM	04 Dec, 2025 09:06:54 PM	04 Dec, 2025 07:25:42 PM	0:11:18	90	External
687868654163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
687868654163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	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
687868654163	[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]	04 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
687868654163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
687868654163			CTE_Credit		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 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
687868654163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
687868654163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
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687868654163			CTE_Credit		Alorica - CT 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 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
687868654163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
687868654163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
687868654163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
687868654163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
687868654163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
687868654163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
687868654163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 08:27:07 PM	04 Dec, 2025 08:43:29 PM	04 Dec, 2025 05:19:55 PM	0:10:37	100	External
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686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		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 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT 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 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620517569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 06:17:04 PM	04 Dec, 2025 06:49:29 PM	03 Dec, 2025 07:35:30 PM	0:11:26	100	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		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 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	text		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT 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 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	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
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
686620293895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 04:40:13 PM	04 Dec, 2025 04:57:32 PM	02 Dec, 2025 04:05:48 PM	0:07:14	85	External
687868608774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
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687868608774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
687868608774			CTE_Credit		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 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
687868608774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
687868608774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
687868608774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
687868608774			CTE_Credit		Alorica - CT 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 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
687868608774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
687868608774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
687868608774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
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687868608774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
687868608774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
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687868608774			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 04:09:26 PM	04 Dec, 2025 05:33:16 PM	04 Dec, 2025 02:44:58 PM	0:10:37	100	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		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 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT 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 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
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687868648148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	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
687868648148	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	04 Dec, 2025 05:40:55 PM	04 Dec, 2025 06:13:55 PM	04 Dec, 2025 05:25:02 PM	0:09:33	60	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		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 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
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687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT 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 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
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687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868658288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 06:07:29 PM	04 Dec, 2025 06:12:38 PM	04 Dec, 2025 05:32:56 PM	0:13:28	90	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		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 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT 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 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868673014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 07:50:20 PM	04 Dec, 2025 07:50:49 PM	04 Dec, 2025 06:44:49 PM	0:16:38	100	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		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 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868654362	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT 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 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	ye		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868654362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 09:13:23 PM	04 Dec, 2025 09:22:27 PM	04 Dec, 2025 05:20:03 PM	0:18:37	85	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			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		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			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		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			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		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868681298			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 08:27:42 PM	04 Dec, 2025 08:33:25 PM	04 Dec, 2025 07:12:37 PM	0:17:32	100	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		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 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT 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 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	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
687868639481	[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]	04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
687868639481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 06:27:30 PM	04 Dec, 2025 06:39:30 PM	04 Dec, 2025 04:34:53 PM	0:12:01	75	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			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 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			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 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
686620397919			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 06:51:07 PM	04 Dec, 2025 07:23:55 PM	02 Dec, 2025 10:06:49 PM	0:09:46	100	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		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 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT 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 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
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687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
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687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 06:55:04 PM	04 Dec, 2025 07:08:39 PM	04 Dec, 2025 04:52:30 PM	0:10:04	70	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	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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687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		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 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT 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 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
687868646278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 08:14:10 PM	04 Dec, 2025 08:22:28 PM	04 Dec, 2025 04:49:30 PM	0:12:52	75	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		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 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT 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 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
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686620530139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 03:15:05 PM	04 Dec, 2025 03:37:44 PM	03 Dec, 2025 08:18:19 PM	0:14:10	95	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
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687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	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
687868694246	[redacted]	[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]	04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868694246			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 08:46:38 PM	04 Dec, 2025 08:51:11 PM	04 Dec, 2025 08:16:19 PM	0:17:43	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		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 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT 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 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
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687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868643509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Dec, 2025 08:10:49 PM	04 Dec, 2025 08:11:16 PM	04 Dec, 2025 04:46:17 PM	0:20:11	100	External
687868775973			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
687868775973			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
687868775973			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
687868775973			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
687868775973			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 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
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687868775973			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 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
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687868775973			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 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
687868775973			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
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687868775973			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		05 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
687868775973			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
687868775973			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
687868775973			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	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
687868775973	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	05 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
687868775973			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 10:30:18 PM	05 Dec, 2025 10:44:35 PM	05 Dec, 2025 03:50:42 PM	0:12:21	90	External
687868790147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
687868790147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
687868790147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
687868790147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
687868790147			CTE_Credit		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 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
687868790147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
687868790147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
687868790147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
687868790147			CTE_Credit		Alorica - CT 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 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
687868790147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
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687868790147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		05 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
687868790147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
687868790147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
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687868790147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 08:45:19 PM	05 Dec, 2025 08:49:26 PM	05 Dec, 2025 04:34:11 PM	0:10:38	100	External
687868755186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
687868755186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
687868755186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
687868755186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
687868755186			CTE_Credit		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 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
687868755186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
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687868755186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
687868755186			CTE_Credit		Alorica - CT 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 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
687868755186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
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687868755186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
687868755186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
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687868755186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
687868755186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	T	05 Dec, 2025 08:23:58 PM	05 Dec, 2025 08:37:07 PM	05 Dec, 2025 01:49:08 PM	0:09:42	95	External
687868814646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
687868814646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
687868814646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
687868814646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
687868814646			CTE_Credit		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 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
687868814646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
687868814646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	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
687868814646	[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 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
687868814646			CTE_Credit		Alorica - CT 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 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
687868814646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
687868814646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
687868814646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
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687868814646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
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687868814646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 07:38:15 PM	05 Dec, 2025 07:44:54 PM	05 Dec, 2025 06:06:05 PM	0:08:53	70	External
687868720398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 08:26:51 PM	05 Dec, 2025 08:35:01 PM	04 Dec, 2025 10:26:37 PM	0:15:17	85	External
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687868720398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 08:26:51 PM	05 Dec, 2025 08:35:01 PM	04 Dec, 2025 10:26:37 PM	0:15:17	85	External
687868720398			CTE_Credit		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 Dec, 2025 08:26:51 PM	05 Dec, 2025 08:35:01 PM	04 Dec, 2025 10:26:37 PM	0:15:17	85	External
687868720398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 08:26:51 PM	05 Dec, 2025 08:35:01 PM	04 Dec, 2025 10:26:37 PM	0:15:17	85	External
687868720398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:26:51 PM	05 Dec, 2025 08:35:01 PM	04 Dec, 2025 10:26:37 PM	0:15:17	85	External
687868720398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 08:26:51 PM	05 Dec, 2025 08:35:01 PM	04 Dec, 2025 10:26:37 PM	0:15:17	85	External
687868720398			CTE_Credit		Alorica - CT 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 Dec, 2025 08:26:51 PM	05 Dec, 2025 08:35:01 PM	04 Dec, 2025 10:26:37 PM	0:15:17	85	External
687868720398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 08:26:51 PM	05 Dec, 2025 08:35:01 PM	04 Dec, 2025 10:26:37 PM	0:15:17	85	External
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687868720398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 08:26:51 PM	05 Dec, 2025 08:35:01 PM	04 Dec, 2025 10:26:37 PM	0:15:17	85	External
687868720398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 08:26:51 PM	05 Dec, 2025 08:35:01 PM	04 Dec, 2025 10:26:37 PM	0:15:17	85	External
687868720398			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 08:26:51 PM	05 Dec, 2025 08:35:01 PM	04 Dec, 2025 10:26:37 PM	0:15:17	85	External
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687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868836390			CTE_Credit		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 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
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687868836390			CTE_Credit		Alorica - CT 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 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	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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687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868836390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 09:36:41 PM	05 Dec, 2025 09:41:22 PM	05 Dec, 2025 07:45:43 PM	0:12:39	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		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 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT 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 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
687868829882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Dec, 2025 08:14:37 PM	05 Dec, 2025 08:19:11 PM	05 Dec, 2025 07:15:04 PM	0:08:48	95	External
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687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
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687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		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 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT 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 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
687868760620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Dec, 2025 07:00:44 PM	05 Dec, 2025 07:26:30 PM	05 Dec, 2025 02:22:49 PM	0:12:08	95	External
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687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		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 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	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
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT 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 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	e,	05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
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687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868698796			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 09:33:35 PM	05 Dec, 2025 09:55:34 PM	04 Dec, 2025 08:37:08 PM	0:13:05	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		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 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
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687868652817			CTE_Credit		Alorica - CT 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 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868652817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 02:52:55 PM	05 Dec, 2025 03:38:07 PM	04 Dec, 2025 05:12:21 PM	0:16:58	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		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 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT 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 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 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
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687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868639005			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 05:36:07 PM	05 Dec, 2025 05:50:02 PM	04 Dec, 2025 04:32:48 PM	0:09:24	95	External
687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868801114			CTE_Credit		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 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
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687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868801114			CTE_Credit		Alorica - CT 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 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
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687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868801114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 11:10:59 PM	05 Dec, 2025 11:53:26 PM	05 Dec, 2025 05:13:42 PM	0:16:36	95	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		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 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT 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 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form 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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687868794534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 07:34:22 PM	05 Dec, 2025 08:07:28 PM	05 Dec, 2025 04:51:58 PM	0:14:52	45	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		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 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT 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 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
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687868832926			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 09:16:52 PM	05 Dec, 2025 09:22:31 PM	05 Dec, 2025 07:28:11 PM	0:12:47	95	External
687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
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687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		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 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		Alorica - CT 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 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
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687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868711140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 08:58:08 PM	05 Dec, 2025 09:05:43 PM	04 Dec, 2025 09:23:54 PM	0:08:47	100	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	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
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687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			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 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			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 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868819093			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 07:17:14 PM	05 Dec, 2025 07:30:31 PM	05 Dec, 2025 06:19:25 PM	0:16:21	75	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
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687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868787871			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 06:12:57 PM	05 Dec, 2025 06:13:25 PM	05 Dec, 2025 05:28:46 PM	0:08:52	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			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 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			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 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			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 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	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
687868816469	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868816469			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 07:35:11 PM	05 Dec, 2025 07:47:30 PM	05 Dec, 2025 06:12:19 PM	0:07:36	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		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 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT 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 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868728051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 08:59:40 PM	05 Dec, 2025 09:06:37 PM	04 Dec, 2025 11:04:44 PM	0:08:50	100	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		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 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT 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 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868835638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Dec, 2025 09:59:53 PM	05 Dec, 2025 10:24:58 PM	05 Dec, 2025 07:41:53 PM	0:15:08	95	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			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 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			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 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868797924	[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]	08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			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 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868797924			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 11:19:29 AM	08 Dec, 2025 11:33:10 AM	05 Dec, 2025 04:44:53 PM	0:12:29	100	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		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 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT 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 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	ided	08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
687868750660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 04:04:35 PM	08 Dec, 2025 04:18:53 PM	05 Dec, 2025 01:55:45 PM	0:08:32	85	External
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687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		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 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
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687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT 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 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	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
687869021985	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687869021985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 07:50:29 PM	08 Dec, 2025 07:51:11 PM	08 Dec, 2025 06:09:26 PM	0:11:14	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		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 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT 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 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868956031			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 02:58:46 PM	08 Dec, 2025 03:02:32 PM	08 Dec, 2025 02:36:24 PM	0:04:33	100	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			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		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			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		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			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		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687868817746			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 11:34:36 AM	08 Dec, 2025 11:53:28 AM	05 Dec, 2025 06:05:03 PM	0:10:23	85	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
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687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	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
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687869001870			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 07:31:35 PM	08 Dec, 2025 07:35:25 PM	08 Dec, 2025 06:03:46 PM	0:07:36	70	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1			08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]er	08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868997254			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 08:17:18 PM	08 Dec, 2025 08:38:24 PM	08 Dec, 2025 05:50:33 PM	0:07:32	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_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		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_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		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_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		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868843348			CTE_Res_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 12:08:37 PM	08 Dec, 2025 12:24:24 PM	05 Dec, 2025 07:56:37 PM	0:10:11	95	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	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
687868952999	[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]	08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT 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 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 05:05:18 PM	08 Dec, 2025 05:10:12 PM	08 Dec, 2025 02:23:29 PM	0:10:31	90	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		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 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT 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 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868994929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 05:05:20 PM	08 Dec, 2025 05:27:30 PM	08 Dec, 2025 04:39:32 PM	0:15:35	95	External
687868952225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225			CTE_Credit		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 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225			CTE_Credit		Alorica - CT 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 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
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687868952225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	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
687868952225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
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687868952225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868952225	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 03:34:09 PM	08 Dec, 2025 03:41:16 PM	08 Dec, 2025 02:22:21 PM	0:14:03	95	External
687868979438	CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		08 Dec, 2025 08:57:14 PM	08 Dec, 2025 09:10:04 PM	08 Dec, 2025 04:27:59 PM	0:08:09	100	External
687868979438	CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		08 Dec, 2025 08:57:14 PM	08 Dec, 2025 09:10:04 PM	08 Dec, 2025 04:27:59 PM	0:08:09	100	External
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687868979438	CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		08 Dec, 2025 08:57:14 PM	08 Dec, 2025 09:10:04 PM	08 Dec, 2025 04:27:59 PM	0:08:09	100	External
687868979438	CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		08 Dec, 2025 08:57:14 PM	08 Dec, 2025 09:10:04 PM	08 Dec, 2025 04:27:59 PM	0:08:09	100	External
687868979438	CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 08:57:14 PM	08 Dec, 2025 09:10:04 PM	08 Dec, 2025 04:27:59 PM	0:08:09	100	External
687868979438	CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		08 Dec, 2025 08:57:14 PM	08 Dec, 2025 09:10:04 PM	08 Dec, 2025 04:27:59 PM	0:08:09	100	External
687868979438	CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		08 Dec, 2025 08:57:14 PM	08 Dec, 2025 09:10:04 PM	08 Dec, 2025 04:27:59 PM	0:08:09	100	External
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687868979438	CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		08 Dec, 2025 08:57:14 PM	08 Dec, 2025 09:10:04 PM	08 Dec, 2025 04:27:59 PM	0:08:09	100	External
687868979438	CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		08 Dec, 2025 08:57:14 PM	08 Dec, 2025 09:10:04 PM	08 Dec, 2025 04:27:59 PM	0:08:09	100	External
687868979438	CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		08 Dec, 2025 08:57:14 PM	08 Dec, 2025 09:10:04 PM	08 Dec, 2025 04:27:59 PM	0:08:09	100	External
687868979438	CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 08:57:14 PM	08 Dec, 2025 09:10:04 PM	08 Dec, 2025 04:27:59 PM	0:08:09	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
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687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
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687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868836895	CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 12:30:39 PM	08 Dec, 2025 12:49:08 PM	05 Dec, 2025 09:18:22 PM	0:16:32	100	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	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		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	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		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	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		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization				08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687868958345	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868958345	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	08 Dec, 2025 08:54:43 PM	08 Dec, 2025 09:06:53 PM	08 Dec, 2025 02:47:02 PM	0:18:46	75	External
687869058749	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	08 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
687869058749	[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]	08 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
687869058749	[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]	08 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
687869058749	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	08 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
687869058749	[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]	08 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
687869058749	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	08 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
687869058749	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	08 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
687869058749	[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 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
687869058749	[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]	08 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
687869058749	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	08 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
687869058749	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	08 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
687869058749	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	[redacted]	08 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
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687869058749	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	08 Dec, 2025 10:37:26 PM	08 Dec, 2025 11:04:50 PM	08 Dec, 2025 08:38:22 PM	0:13:47	95	External
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687868758910	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	08 Dec, 2025 12:52:49 PM	08 Dec, 2025 01:24:04 PM	05 Dec, 2025 02:14:28 PM	0:13:08	100	External
687868758910	[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]	08 Dec, 2025 12:52:49 PM	08 Dec, 2025 01:24:04 PM	05 Dec, 2025 02:14:28 PM	0:13:08	100	External
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687868758910	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	08 Dec, 2025 12:52:49 PM	08 Dec, 2025 01:24:04 PM	05 Dec, 2025 02:14:28 PM	0:13:08	100	External
687868758910	[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]	08 Dec, 2025 12:52:49 PM	08 Dec, 2025 01:24:04 PM	05 Dec, 2025 02:14:28 PM	0:13:08	100	External
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687868758910	[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 Dec, 2025 12:52:49 PM	08 Dec, 2025 01:24:04 PM	05 Dec, 2025 02:14:28 PM	0:13:08	100	External
687868758910	[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]	08 Dec, 2025 12:52:49 PM	08 Dec, 2025 01:24:04 PM	05 Dec, 2025 02:14:28 PM	0:13:08	100	External
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687868758910	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	08 Dec, 2025 12:52:49 PM	08 Dec, 2025 01:24:04 PM	05 Dec, 2025 02:14:28 PM	0:13:08	100	External
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687868758910	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	08 Dec, 2025 12:52:49 PM	08 Dec, 2025 01:24:04 PM	05 Dec, 2025 02:14:28 PM	0:13:08	100	External
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687868758910	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	08 Dec, 2025 12:52:49 PM	08 Dec, 2025 01:24:04 PM	05 Dec, 2025 02:14:28 PM	0:13:08	100	External
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687868794527	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	[redacted]	08 Dec, 2025 03:46:54 PM	08 Dec, 2025 04:02:13 PM	05 Dec, 2025 04:49:27 PM	0:06:41	80	External
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687868794527	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	[redacted]	08 Dec, 2025 03:46:54 PM	08 Dec, 2025 04:02:13 PM	05 Dec, 2025 04:49:27 PM	0:06:41	80	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
687868794527			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		08 Dec, 2025 03:46:54 PM	08 Dec, 2025 04:02:13 PM	05 Dec, 2025 04:49:27 PM	0:06:41	80	External
687868794527			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 03:46:54 PM	08 Dec, 2025 04:02:13 PM	05 Dec, 2025 04:49:27 PM	0:06:41	80	External
687868794527			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		08 Dec, 2025 03:46:54 PM	08 Dec, 2025 04:02:13 PM	05 Dec, 2025 04:49:27 PM	0:06:41	80	External
687868794527			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		08 Dec, 2025 03:46:54 PM	08 Dec, 2025 04:02:13 PM	05 Dec, 2025 04:49:27 PM	0:06:41	80	External
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687868794527			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		08 Dec, 2025 03:46:54 PM	08 Dec, 2025 04:02:13 PM	05 Dec, 2025 04:49:27 PM	0:06:41	80	External
687868794527			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		08 Dec, 2025 03:46:54 PM	08 Dec, 2025 04:02:13 PM	05 Dec, 2025 04:49:27 PM	0:06:41	80	External
687868794527			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		08 Dec, 2025 03:46:54 PM	08 Dec, 2025 04:02:13 PM	05 Dec, 2025 04:49:27 PM	0:06:41	80	External
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687868871488			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		08 Dec, 2025 08:15:00 PM	08 Dec, 2025 08:16:34 PM	05 Dec, 2025 11:07:38 PM	0:08:45	100	External
687868871488			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		08 Dec, 2025 08:15:00 PM	08 Dec, 2025 08:16:34 PM	05 Dec, 2025 11:07:38 PM	0:08:45	100	External
687868871488			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 08:15:00 PM	08 Dec, 2025 08:16:34 PM	05 Dec, 2025 11:07:38 PM	0:08:45	100	External
687868871488			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		08 Dec, 2025 08:15:00 PM	08 Dec, 2025 08:16:34 PM	05 Dec, 2025 11:07:38 PM	0:08:45	100	External
687868871488			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		08 Dec, 2025 08:15:00 PM	08 Dec, 2025 08:16:34 PM	05 Dec, 2025 11:07:38 PM	0:08:45	100	External
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687868871488			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		08 Dec, 2025 08:15:00 PM	08 Dec, 2025 08:16:34 PM	05 Dec, 2025 11:07:38 PM	0:08:45	100	External
687868871488			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		08 Dec, 2025 08:15:00 PM	08 Dec, 2025 08:16:34 PM	05 Dec, 2025 11:07:38 PM	0:08:45	100	External
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687869029729			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 07:27:12 PM	08 Dec, 2025 07:41:52 PM	08 Dec, 2025 06:29:46 PM	0:13:38	80	External
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687869029729			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 07:27:12 PM	08 Dec, 2025 07:41:52 PM	08 Dec, 2025 06:29:46 PM	0:13:38	80	External
687869029729			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 07:27:12 PM	08 Dec, 2025 07:41:52 PM	08 Dec, 2025 06:29:46 PM	0:13:38	80	External
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687869029729			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 07:27:12 PM	08 Dec, 2025 07:41:52 PM	08 Dec, 2025 06:29:46 PM	0:13:38	80	External
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687869029729			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 Dec, 2025 07:27:12 PM	08 Dec, 2025 07:41:52 PM	08 Dec, 2025 06:29:46 PM	0:13:38	80	External
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687869029729			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 07:27:12 PM	08 Dec, 2025 07:41:52 PM	08 Dec, 2025 06:29:46 PM	0:13:38	80	External
687869029729			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 07:27:12 PM	08 Dec, 2025 07:41:52 PM	08 Dec, 2025 06:29:46 PM	0:13:38	80	External
687869029729			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 07:27:12 PM	08 Dec, 2025 07:41:52 PM	08 Dec, 2025 06:29:46 PM	0:13:38	80	External
687869029729			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 07:27:12 PM	08 Dec, 2025 07:41:52 PM	08 Dec, 2025 06:29:46 PM	0:13:38	80	External
687869029729			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 07:27:12 PM	08 Dec, 2025 07:41:52 PM	08 Dec, 2025 06:29:46 PM	0:13:38	80	External
687869029729			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 07:27:12 PM	08 Dec, 2025 07:41:52 PM	08 Dec, 2025 06:29:46 PM	0:13:38	80	External
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687869029729			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 07:27:12 PM	08 Dec, 2025 07:41:52 PM	08 Dec, 2025 06:29:46 PM	0:13:38	80	External
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687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		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 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT 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 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	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
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687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
687869011901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 07:10:39 PM	08 Dec, 2025 07:17:08 PM	08 Dec, 2025 05:32:56 PM	0:11:06	95	External
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687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		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 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT 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 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687869021025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 06:29:31 PM	08 Dec, 2025 06:37:54 PM	08 Dec, 2025 06:02:02 PM	0:15:57	70	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		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 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT 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 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
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687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868875993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	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
687868875993	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Dec, 2025 03:22:10 PM	08 Dec, 2025 03:53:10 PM	05 Dec, 2025 11:26:07 PM	0:14:54	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		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 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT 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 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan			08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	y	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868865002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Dec, 2025 01:41:15 PM	08 Dec, 2025 01:45:35 PM	05 Dec, 2025 10:02:18 PM	0:08:27	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		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 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT 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 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868956264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Dec, 2025 04:44:33 PM	08 Dec, 2025 04:53:09 PM	08 Dec, 2025 02:38:54 PM	0:12:13	100	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi	08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		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 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	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
687868973634	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT 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 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868973634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 06:53:38 PM	08 Dec, 2025 07:02:03 PM	08 Dec, 2025 03:32:54 PM	0:13:06	95	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			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 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			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 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			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 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687868987698			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 06:57:27 PM	08 Dec, 2025 07:08:10 PM	08 Dec, 2025 04:12:35 PM	0:11:30	100	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		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 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT 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 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	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
687869032306	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687869032306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 09:30:16 PM	08 Dec, 2025 09:38:45 PM	08 Dec, 2025 08:00:25 PM	0:13:13	70	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		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 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT 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 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868821410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 01:46:36 PM	08 Dec, 2025 02:41:30 PM	05 Dec, 2025 06:36:16 PM	0:11:20	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
687868758797			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 12:03:33 PM	08 Dec, 2025 12:16:00 PM	05 Dec, 2025 02:47:15 PM	0:11:18	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			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		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	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
686620483458	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			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		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			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		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
686620483458			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 02:46:08 PM	08 Dec, 2025 02:46:41 PM	03 Dec, 2025 06:05:02 PM	0:07:42	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		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 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3			08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT 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 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687868837520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 05:31:14 PM	08 Dec, 2025 06:14:28 PM	05 Dec, 2025 07:46:57 PM	0:11:52	100	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		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 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT 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 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	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
687869017235	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687869017235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 06:02:55 PM	08 Dec, 2025 06:24:03 PM	08 Dec, 2025 05:49:08 PM	0:11:15	95	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			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		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			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		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			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		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687868975059			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 04:40:58 PM	08 Dec, 2025 05:19:39 PM	08 Dec, 2025 03:16:25 PM	0:09:40	100	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		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 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT 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 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	-A	08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687869051409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 09:48:43 PM	08 Dec, 2025 10:16:48 PM	08 Dec, 2025 08:10:21 PM	0:16:26	90	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	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
687868991426	[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]	08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT 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 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687868991426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 07:48:29 PM	08 Dec, 2025 08:02:11 PM	08 Dec, 2025 04:31:09 PM	0:10:29	85	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		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 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT 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 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687869040621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 09:11:55 PM	08 Dec, 2025 09:45:55 PM	08 Dec, 2025 07:25:50 PM	0:13:03	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		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 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	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
687868874175	[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 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT 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 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868874175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 05:36:01 PM	08 Dec, 2025 06:02:27 PM	05 Dec, 2025 11:23:24 PM	0:11:01	95	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			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 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			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 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			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 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868830747			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 01:16:48 PM	08 Dec, 2025 01:26:33 PM	05 Dec, 2025 07:04:20 PM	0:11:03	90	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687868782327			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 12:25:47 PM	08 Dec, 2025 12:40:39 PM	05 Dec, 2025 03:54:52 PM	0:10:08	100	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		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 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	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
687869063339	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT 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 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	in	08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687869063339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 09:48:28 PM	08 Dec, 2025 09:57:51 PM	08 Dec, 2025 08:51:25 PM	0:13:44	85	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		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 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT 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 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868988690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 05:51:30 PM	08 Dec, 2025 06:03:25 PM	08 Dec, 2025 05:17:41 PM	0:09:24	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			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 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			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 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			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 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 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
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687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868833872			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 03:03:08 PM	08 Dec, 2025 03:13:40 PM	05 Dec, 2025 07:14:24 PM	0:10:54	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		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 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT 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 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
687868684779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 01:19:16 PM	08 Dec, 2025 01:21:26 PM	04 Dec, 2025 07:46:09 PM	0:10:32	100	External
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687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		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 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		Alorica - CT 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 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
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687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868943312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 07:20:35 PM	08 Dec, 2025 07:29:14 PM	08 Dec, 2025 01:23:20 PM	0:10:43	95	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	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
687868867446	[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]	08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT 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 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868867446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	er	08 Dec, 2025 03:41:39 PM	08 Dec, 2025 04:23:55 PM	05 Dec, 2025 10:26:24 PM	0:13:01	55	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		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 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT 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 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868803321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 03:08:54 PM	08 Dec, 2025 03:35:32 PM	05 Dec, 2025 05:22:40 PM	0:17:22	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		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 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT 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 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	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
687868812793	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	[redacted]	08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868812793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 05:10:53 PM	08 Dec, 2025 05:26:41 PM	05 Dec, 2025 05:59:10 PM	0:10:56	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
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687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
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687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868835841			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 08:41:59 PM	08 Dec, 2025 08:57:02 PM	05 Dec, 2025 09:04:20 PM	0:10:30	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1			08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868815865			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 07:56:20 PM	08 Dec, 2025 08:15:16 PM	05 Dec, 2025 07:38:42 PM	0:09:37	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			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 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			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 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			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 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	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
687868944500	[redacted]		CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687868944500			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 07:32:01 PM	08 Dec, 2025 07:53:51 PM	08 Dec, 2025 01:24:05 PM	0:12:01	100	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			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 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			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 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			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 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869059669			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 02:40:52 PM	09 Dec, 2025 03:04:07 PM	08 Dec, 2025 08:40:30 PM	0:11:03	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			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 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			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 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			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 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687869075042			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	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
687869075042	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	09 Dec, 2025 11:42:14 AM	09 Dec, 2025 12:03:02 PM	08 Dec, 2025 09:23:22 PM	0:15:09	95	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		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 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT 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 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687868877368			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	09 Dec, 2025 11:27:19 AM	09 Dec, 2025 11:36:41 AM	05 Dec, 2025 11:29:13 PM	0:07:20	85	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869051060			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 01:27:38 PM	09 Dec, 2025 01:41:23 PM	08 Dec, 2025 09:03:44 PM	0:12:41	100	External
687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869113758			CTE_Credit		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 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869113758			CTE_Credit		Alorica - CT 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 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
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687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
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687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	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
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687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869113758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 04:08:34 PM	09 Dec, 2025 04:10:05 PM	09 Dec, 2025 01:23:22 PM	0:06:58	100	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			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 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			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 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			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 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
687869058088			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 11:06:04 AM	09 Dec, 2025 12:21:21 PM	08 Dec, 2025 08:36:16 PM	0:10:30	65	External
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687869110841			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
687869110841			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
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687869110841			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
687869110841			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 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
687869110841			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
687869110841			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 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
687869110841			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
687869110841			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 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
687869110841			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
687869110841			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
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687869110841			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
687869110841			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
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687869110841			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 02:02:24 PM	09 Dec, 2025 02:23:07 PM	09 Dec, 2025 01:08:35 PM	0:10:55	85	External
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687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	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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687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
687868989952			CTE_Credit		Alorica - CT 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 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
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687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
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687868989952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 02:53:32 PM	09 Dec, 2025 03:13:07 PM	08 Dec, 2025 04:27:20 PM	0:10:28	85	External
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687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		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 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT 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 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687869134219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 07:17:14 PM	09 Dec, 2025 07:31:35 PM	09 Dec, 2025 04:08:17 PM	0:13:37	100	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		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 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT 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 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	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
687868946731	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687868946731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 04:48:38 PM	09 Dec, 2025 04:55:51 PM	08 Dec, 2025 01:41:52 PM	0:12:26	75	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			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 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			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 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			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 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869084821			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 12:11:53 PM	09 Dec, 2025 12:41:21 PM	08 Dec, 2025 10:09:36 PM	0:11:13	80	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			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 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			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 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			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 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869038351			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 01:06:31 PM	09 Dec, 2025 01:22:26 PM	08 Dec, 2025 07:14:09 PM	0:11:31	85	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	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
687869213155	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687869213155			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Dec, 2025 09:36:23 PM	09 Dec, 2025 10:08:31 PM	09 Dec, 2025 09:22:05 PM	0:10:31	80	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		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 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	text	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT 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 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesn	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687868853251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Dec, 2025 03:37:57 PM	09 Dec, 2025 03:41:37 PM	05 Dec, 2025 08:57:44 PM	0:16:17	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		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 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT 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 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868956985	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687869152163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 07:50:43 PM	09 Dec, 2025 08:09:01 PM	09 Dec, 2025 04:08:08 PM	0:16:48	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		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 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT 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 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687868956985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 05:12:09 PM	09 Dec, 2025 05:13:27 PM	08 Dec, 2025 02:39:33 PM	0:10:03	100	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		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 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT 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 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	y	09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687869182638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 06:53:34 PM	09 Dec, 2025 07:13:04 PM	09 Dec, 2025 06:08:08 PM	0:13:26	80	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		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 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	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
687868976098	[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 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT 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 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687868976098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 10:28:39 PM	09 Dec, 2025 10:30:04 PM	08 Dec, 2025 03:37:33 PM	0:07:56	100	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		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 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	te		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT 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 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesn		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869046498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 02:12:36 PM	09 Dec, 2025 02:41:04 PM	08 Dec, 2025 07:42:16 PM	0:22:19	90	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869068061			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 01:24:32 PM	09 Dec, 2025 02:44:18 PM	08 Dec, 2025 10:05:06 PM	0:08:49	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869074575	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		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 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT 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 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869074575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 12:29:20 PM	09 Dec, 2025 01:06:54 PM	08 Dec, 2025 09:46:05 PM	0:14:26	100	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		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 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT 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 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869038767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 03:35:17 PM	09 Dec, 2025 03:42:23 PM	08 Dec, 2025 07:14:35 PM	0:19:14	90	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		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 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT 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 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	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
687869169933	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869169933			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 07:13:48 PM	09 Dec, 2025 07:27:21 PM	09 Dec, 2025 05:13:29 PM	0:09:27	100	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		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 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT 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 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869146113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Dec, 2025 04:27:47 PM	09 Dec, 2025 04:37:03 PM	09 Dec, 2025 03:42:00 PM	0:07:09	95	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			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 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			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 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			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 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869276616			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869276616	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	0 Dec, 2025 05:36:06 PM	10 Dec, 2025 05:37:46 PM	10 Dec, 2025 02:31:28 PM	0:11:54	100	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869288374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	0 Dec, 2025 07:25:29 PM	10 Dec, 2025 07:46:11 PM	10 Dec, 2025 03:25:25 PM	0:11:02	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
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687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869320308			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	0 Dec, 2025 07:05:42 PM	10 Dec, 2025 07:31:18 PM	10 Dec, 2025 06:27:47 PM	0:13:50	90	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	0 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	0 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	0 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	0 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	0 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	0 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	0 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	0 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	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
687869237140	[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]	10 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		10 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		10 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		10 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869237140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Dec, 2025 06:45:31 PM	10 Dec, 2025 07:00:47 PM	09 Dec, 2025 10:37:20 PM	0:08:29	100	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		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 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT 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 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
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687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687869305289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Dec, 2025 05:38:31 PM	10 Dec, 2025 05:57:22 PM	10 Dec, 2025 04:34:56 PM	0:13:54	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		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 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT 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 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687868950995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868950995	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	10 Dec, 2025 04:55:50 PM	10 Dec, 2025 04:59:43 PM	08 Dec, 2025 02:11:50 PM	0:24:26	95	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		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 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT 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 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869159889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Dec, 2025 09:09:39 PM	10 Dec, 2025 09:35:17 PM	09 Dec, 2025 04:40:12 PM	0:19:36	100	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		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 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT 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 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869286232			CTE_Credit_Disco_Sp		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Dec, 2025 07:19:10 PM	10 Dec, 2025 07:22:48 PM	10 Dec, 2025 03:12:47 PM	0:14:32	90	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		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 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT 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 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869296012	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869296012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Dec, 2025 06:46:00 PM	10 Dec, 2025 07:18:50 PM	10 Dec, 2025 04:00:47 PM	0:10:56	80	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			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 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			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 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			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 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869295524			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Dec, 2025 06:35:10 PM	10 Dec, 2025 07:01:27 PM	10 Dec, 2025 03:54:44 PM	0:13:42	60	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External

REDACTED

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
687869304458	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869304458			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	10 Dec, 2025 07:42:08 PM	10 Dec, 2025 07:59:51 PM	10 Dec, 2025 04:36:34 PM	0:13:59	85	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textare	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textare	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textare	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869296914			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	10 Dec, 2025 04:34:52 PM	10 Dec, 2025 04:45:20 PM	10 Dec, 2025 04:22:14 PM	0:08:25	90	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		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 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT 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 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textare	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869309155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	10 Dec, 2025 06:45:14 PM	10 Dec, 2025 06:58:56 PM	10 Dec, 2025 04:49:59 PM	0:13:14	100	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	10 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		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 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	10 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT 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 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	10 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	10 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textare	10 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T		valuation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869276406	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869276406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Dec, 2025 04:51:47 PM	10 Dec, 2025 05:23:20 PM	10 Dec, 2025 02:32:17 PM	0:11:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869332899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Dec, 2025 01:19:09 PM	11 Dec, 2025 01:32:42 PM	10 Dec, 2025 06:38:37 PM	0:10:50	95	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869413682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Dec, 2025 04:58:14 PM	11 Dec, 2025 05:15:27 PM	11 Dec, 2025 02:41:46 PM	0:08:52	100	External
687869287691			CTE_Credit	do	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	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
68786928769	[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]	11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		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 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT 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 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786928769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 12:52:05 PM	11 Dec, 2025 01:11:38 PM	10 Dec, 2025 03:29:37 PM	0:11:44	80	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		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 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT 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 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786930012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 12:15:13 PM	11 Dec, 2025 12:33:04 PM	10 Dec, 2025 04:12:59 PM	0:10:47	100	External
68786933920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
68786933920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
68786933920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
68786933920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
68786933920			CTE_Credit		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 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
68786933920			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869339209	[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 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869339209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869339209			CTE_Credit		Alorica - CT 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 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869339209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869339209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869339209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869339209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869339209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869339209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869339209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869339209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP				11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869339209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869339209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 06:45:19 PM	11 Dec, 2025 07:01:11 PM	10 Dec, 2025 07:39:07 PM	0:09:51	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		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 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT 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 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869461945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 09:28:56 PM	11 Dec, 2025 09:48:51 PM	11 Dec, 2025 06:03:40 PM	0:13:00	100	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			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 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			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 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			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 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869265595	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869265595			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 10:58:58 PM	11 Dec, 2025 11:09:42 PM	10 Dec, 2025 01:30:24 PM	0:06:56	80	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			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 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			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 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			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 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	g	11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869423653			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 06:38:53 PM	11 Dec, 2025 06:50:33 PM	11 Dec, 2025 03:19:22 PM	0:19:27	90	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		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 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT 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 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External
687869282050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 11:53:41 AM	11 Dec, 2025 12:18:33 PM	10 Dec, 2025 02:56:24 PM	0:10:55	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869272274	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	[redacted]	11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869272274			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 05:41:33 PM	11 Dec, 2025 05:54:21 PM	10 Dec, 2025 02:28:33 PM	0:07:26	75	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			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 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			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 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			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 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869474553			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 08:42:39 PM	11 Dec, 2025 09:24:24 PM	11 Dec, 2025 06:57:22 PM	0:13:59	70	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		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 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT 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 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	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
687869276267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869276267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 03:17:27 PM	11 Dec, 2025 03:27:28 PM	10 Dec, 2025 02:33:37 PM	0:11:57	90	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		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 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT 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 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869372176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 04:55:23 PM	11 Dec, 2025 05:25:17 PM	10 Dec, 2025 09:40:31 PM	0:15:26	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869356353			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 12:41:04 PM	11 Dec, 2025 12:48:55 PM	10 Dec, 2025 08:23:12 PM	0:06:31	85	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	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
687869333049			CTE_Credit		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 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT 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 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869333049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 04:05:59 PM	11 Dec, 2025 04:26:14 PM	10 Dec, 2025 07:08:42 PM	0:14:14	80	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			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 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			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 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			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 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869471451			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 08:07:12 PM	11 Dec, 2025 08:23:30 PM	11 Dec, 2025 07:16:55 PM	0:26:43	85	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		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 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT 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 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	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
687869474768	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869474768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	er	11 Dec, 2025 07:46:02 PM	11 Dec, 2025 07:59:25 PM	11 Dec, 2025 07:05:45 PM	0:15:02	80	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		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 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT 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 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869398872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 07:26:08 PM	11 Dec, 2025 07:42:05 PM	11 Dec, 2025 01:50:20 PM	0:08:52	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		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 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT 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 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869429896	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869429896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Dec, 2025 10:11:13 PM	11 Dec, 2025 10:26:39 PM	11 Dec, 2025 03:46:56 PM	0:14:06	95	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		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 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT 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 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869505496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Dec, 2025 07:02:21 PM	13 Dec, 2025 07:08:29 PM	11 Dec, 2025 09:15:50 PM	0:15:21	100	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			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 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			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		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			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		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869464981			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	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
687869464981	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	12 Dec, 2025 01:40:25 PM	12 Dec, 2025 01:55:23 PM	11 Dec, 2025 06:15:29 PM	0:12:37	45	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			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 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			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 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			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 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869481537			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	12 Dec, 2025 12:11:11 PM	12 Dec, 2025 12:44:36 PM	11 Dec, 2025 07:28:29 PM	0:09:56	100	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			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 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			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 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			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 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869484039			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	12 Dec, 2025 11:35:27 AM	12 Dec, 2025 11:48:33 AM	11 Dec, 2025 07:40:32 PM	0:11:33	80	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			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 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869468969	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			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 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			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 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869468969			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 01:36:58 PM	12 Dec, 2025 02:01:50 PM	11 Dec, 2025 06:30:12 PM	0:12:35	95	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		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 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT 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 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869653334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Dec, 2025 06:35:34 PM	13 Dec, 2025 06:42:13 PM	12 Dec, 2025 10:11:24 PM	0:19:29	100	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869628688			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 08:29:45 PM	12 Dec, 2025 08:33:46 PM	12 Dec, 2025 08:10:34 PM	0:05:10	95	External
687869513586			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869513586	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		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 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		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 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_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		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869513586			CTE_Credit_Span		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 02:19:11 PM	12 Dec, 2025 02:59:02 PM	11 Dec, 2025 09:58:20 PM	0:10:48	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			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 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			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		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			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 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869543944			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 02:42:08 PM	12 Dec, 2025 03:10:43 PM	12 Dec, 2025 02:18:27 PM	0:08:28	100	External
687869569259			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			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		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			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		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			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		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	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
687869569259	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869569259			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Dec, 2025 06:44:32 PM	13 Dec, 2025 06:49:25 PM	12 Dec, 2025 03:44:50 PM	0:10:17	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		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 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT 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 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869549995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 03:13:38 PM	12 Dec, 2025 03:38:22 PM	12 Dec, 2025 02:30:21 PM	0:12:32	100	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		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 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT 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 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	75	External
687869568516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 05:32:44 PM	12 Dec, 2025 05:43:53 PM	12 Dec, 2025 03:42:25 PM	0:12:02	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
687869501481	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		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 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT 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 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869501481			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 11:49:53 AM	12 Dec, 2025 12:03:58 PM	11 Dec, 2025 08:59:05 PM	0:12:30	95	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		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 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT 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 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869535366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 01:53:36 PM	12 Dec, 2025 02:05:14 PM	12 Dec, 2025 01:05:17 PM	0:10:39	100	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		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 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT 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 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869588641	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869588641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 06:45:36 PM	12 Dec, 2025 06:52:52 PM	12 Dec, 2025 05:03:30 PM	0:09:24	75	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization				13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869630137			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Dec, 2025 06:53:26 PM	13 Dec, 2025 06:59:33 PM	12 Dec, 2025 08:01:40 PM	0:16:22	85	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869585001			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 06:23:06 PM	12 Dec, 2025 06:33:25 PM	12 Dec, 2025 05:07:32 PM	0:10:23	90	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		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 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 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
687869566261	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT 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 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869566261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 04:09:52 PM	12 Dec, 2025 04:17:14 PM	12 Dec, 2025 03:32:32 PM	0:11:36	100	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869623023			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 08:24:53 PM	12 Dec, 2025 08:36:29 PM	12 Dec, 2025 07:52:02 PM	0:07:30	90	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		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 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT 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 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869642499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Dec, 2025 06:28:32 PM	13 Dec, 2025 06:33:47 PM	12 Dec, 2025 08:55:50 PM	0:10:12	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869401302	[redacted]	[redacted]	CTE_Credit_Disco_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			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		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			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		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			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		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869401302			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 06:07:39 PM	12 Dec, 2025 06:21:21 PM	11 Dec, 2025 01:36:15 PM	0:11:38	100	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			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 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			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 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			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 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869536374			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 02:43:11 PM	12 Dec, 2025 03:08:14 PM	12 Dec, 2025 01:16:27 PM	0:10:26	90	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869589325			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	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
687869589325	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	12 Dec, 2025 05:59:17 PM	12 Dec, 2025 06:24:50 PM	12 Dec, 2025 05:24:13 PM	0:28:10	75	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869586777			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 05:58:06 PM	12 Dec, 2025 05:59:36 PM	12 Dec, 2025 05:13:37 PM	0:17:00	95	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		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 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT 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 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869492075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 02:30:08 PM	12 Dec, 2025 02:42:26 PM	11 Dec, 2025 08:21:28 PM	0:22:51	60	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			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		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			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		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			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		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 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
687869576356	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869576356			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	nt	12 Dec, 2025 05:00:48 PM	12 Dec, 2025 05:12:35 PM	12 Dec, 2025 04:13:09 PM	0:08:52	95	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			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 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			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 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			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 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869547372			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e	12 Dec, 2025 03:35:22 PM	12 Dec, 2025 03:59:21 PM	12 Dec, 2025 02:23:46 PM	0:10:01	90	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		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 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT 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 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869495862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 01:36:06 PM	12 Dec, 2025 01:48:50 PM	11 Dec, 2025 08:37:26 PM	0:11:46	100	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	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
687869626654	[redacted]		CTE_Res_Moving	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	[redacted]	12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869626654			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 08:25:54 PM	12 Dec, 2025 08:32:11 PM	12 Dec, 2025 08:06:41 PM	0:05:13	80	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869620761			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 09:30:37 PM	12 Dec, 2025 09:34:24 PM	12 Dec, 2025 07:41:02 PM	0:05:56	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869609292			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 08:58:14 PM	12 Dec, 2025 09:19:38 PM	12 Dec, 2025 06:55:37 PM	0:15:53	90	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	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
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869619672			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 08:08:48 PM	12 Dec, 2025 08:14:19 PM	12 Dec, 2025 07:36:47 PM	0:04:34	75	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869633541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Dec, 2025 07:19:28 PM	13 Dec, 2025 07:23:07 PM	12 Dec, 2025 08:17:29 PM	0:05:27	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		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 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT 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 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869588385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Dec, 2025 05:57:12 PM	13 Dec, 2025 05:58:52 PM	12 Dec, 2025 05:05:02 PM	0:10:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 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
687869365489	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		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 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT 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 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869365489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Dec, 2025 06:13:07 PM	13 Dec, 2025 06:25:16 PM	10 Dec, 2025 09:05:16 PM	0:19:57	100	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
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687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869619513			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 09:04:20 PM	12 Dec, 2025 09:08:28 PM	12 Dec, 2025 07:36:59 PM	0:09:52	85	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869564898			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 06:24:28 PM	12 Dec, 2025 06:25:18 PM	12 Dec, 2025 03:40:25 PM	0:06:47	100	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			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 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	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
687869548803	[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 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			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 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869548803			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 04:28:46 PM	12 Dec, 2025 05:44:48 PM	12 Dec, 2025 02:22:15 PM	0:10:54	95	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		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 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT 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 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
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687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
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687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869574178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 08:19:50 PM	12 Dec, 2025 08:38:04 PM	12 Dec, 2025 04:09:28 PM	0:11:57	100	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		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 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT 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 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	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
687869474444	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869474444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 07:30:24 PM	12 Dec, 2025 07:54:04 PM	11 Dec, 2025 07:01:28 PM	0:12:51	95	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			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 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			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 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			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 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869489278			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 03:06:56 PM	12 Dec, 2025 03:24:12 PM	11 Dec, 2025 08:02:49 PM	0:09:14	100	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869589895			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 05:39:46 PM	12 Dec, 2025 05:55:36 PM	12 Dec, 2025 05:22:02 PM	0:12:53	65	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
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687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869596088			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	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
687869596088	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	12 Dec, 2025 09:21:50 PM	12 Dec, 2025 09:42:40 PM	12 Dec, 2025 05:56:13 PM	0:16:06	90	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		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 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT 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 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869572910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 05:06:17 PM	12 Dec, 2025 05:17:38 PM	12 Dec, 2025 04:00:26 PM	0:12:41	85	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			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 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			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 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			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 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yes		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869502959			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 01:53:22 PM	12 Dec, 2025 02:01:57 PM	11 Dec, 2025 09:06:13 PM	0:25:19	100	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			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 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			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 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	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
687869404563	[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 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			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 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869404563			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 06:52:26 PM	12 Dec, 2025 07:00:29 PM	11 Dec, 2025 01:56:06 PM	0:10:14	95	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			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 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			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 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			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 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869543239			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 04:07:33 PM	12 Dec, 2025 04:25:46 PM	12 Dec, 2025 01:54:46 PM	0:09:27	100	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			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 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			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		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			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		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	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
687869451980	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869451980			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 02:08:05 PM	12 Dec, 2025 02:37:51 PM	11 Dec, 2025 05:33:08 PM	0:12:51	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		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 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT 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 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869576585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 04:23:29 PM	12 Dec, 2025 04:25:56 PM	12 Dec, 2025 04:12:53 PM	0:06:50	90	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		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 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT 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 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869518560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 04:07:24 PM	12 Dec, 2025 04:38:54 PM	11 Dec, 2025 10:52:50 PM	0:08:12	75	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	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
687869609650	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	[redacted]	12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
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687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869609650			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 07:41:49 PM	12 Dec, 2025 07:58:06 PM	12 Dec, 2025 06:56:41 PM	0:20:03	90	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869606738			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 08:49:27 PM	12 Dec, 2025 08:55:43 PM	12 Dec, 2025 06:47:17 PM	0:26:48	85	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		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 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT 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 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869406460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Dec, 2025 04:56:17 PM	12 Dec, 2025 06:44:07 PM	11 Dec, 2025 02:35:05 PM	0:33:56	100	External
687869623402			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	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
687869623402		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869623402		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 09:19:39 PM	12 Dec, 2025 09:25:28 PM	12 Dec, 2025 07:53:45 PM	0:15:06	80	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869618822		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Dec, 2025 09:51:56 PM	12 Dec, 2025 10:17:37 PM	12 Dec, 2025 07:34:33 PM	0:10:35	85	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		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 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT 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 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869620724		CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 07:50:33 PM	15 Dec, 2025 08:05:50 PM	12 Dec, 2025 07:43:43 PM	0:06:55	100	External
687869775435		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435		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 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435		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 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435		CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	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
687869775435	[redacted]	[redacted]	CTE_Res_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]	5 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		5 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		5 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		5 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		5 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		5 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		5 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		5 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		5 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		5 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869775435			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		5 Dec, 2025 07:08:50 PM	15 Dec, 2025 07:19:46 PM	15 Dec, 2025 04:51:11 PM	0:11:51	90	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		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 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT 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 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869749000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		5 Dec, 2025 04:44:15 PM	15 Dec, 2025 05:18:01 PM	15 Dec, 2025 03:16:31 PM	0:08:36	75	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			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		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			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		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			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		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		5 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	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
687869521214	[redacted]		CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	15 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869521214			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 11:36:29 AM	15 Dec, 2025 11:54:16 AM	11 Dec, 2025 10:48:35 PM	0:16:05	90	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869629597			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 12:31:33 PM	15 Dec, 2025 12:43:21 PM	12 Dec, 2025 08:21:12 PM	0:12:07	100	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		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 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT 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 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869621615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 07:23:49 PM	15 Dec, 2025 07:35:04 PM	12 Dec, 2025 07:52:22 PM	0:08:34	85	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		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 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT 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 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	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
687869769057	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869769057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 05:04:33 PM	15 Dec, 2025 05:18:18 PM	15 Dec, 2025 04:40:01 PM	0:09:05	95	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869659932			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 12:48:25 PM	15 Dec, 2025 01:12:46 PM	12 Dec, 2025 10:30:32 PM	0:15:36	85	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			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 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			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 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			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 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869735045			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 04:21:46 PM	15 Dec, 2025 05:04:11 PM	15 Dec, 2025 02:35:37 PM	0:13:03	80	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	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
687869733748	[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]	15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT 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 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869733748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 04:49:50 PM	15 Dec, 2025 05:36:00 PM	15 Dec, 2025 02:33:17 PM	0:10:05	90	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		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 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT 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 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869735676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 05:37:59 PM	15 Dec, 2025 05:44:04 PM	15 Dec, 2025 02:40:37 PM	0:09:30	95	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869658082			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 07:34:35 PM	15 Dec, 2025 07:47:18 PM	12 Dec, 2025 10:40:17 PM	0:08:32	100	External
687869770485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	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
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		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 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT 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 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869770485		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 06:40:55 PM	15 Dec, 2025 06:50:36 PM	15 Dec, 2025 04:43:56 PM	0:08:49	95	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		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 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		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 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		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 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869790238		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 06:03:11 PM	15 Dec, 2025 06:07:11 PM	15 Dec, 2025 05:37:17 PM	0:11:48	100	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869789215		CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	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
687869789215	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	15 Dec, 2025 07:59:54 PM	15 Dec, 2025 08:02:39 PM	15 Dec, 2025 05:35:01 PM	0:36:10	85	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		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 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT 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 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869736790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 03:35:07 PM	15 Dec, 2025 03:58:17 PM	15 Dec, 2025 02:41:46 PM	0:17:33	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869827561			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 08:34:06 PM	15 Dec, 2025 08:39:26 PM	15 Dec, 2025 07:54:39 PM	0:12:56	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		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 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT 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 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	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
687869775877		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869775877		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 08:09:35 PM	15 Dec, 2025 08:18:52 PM	15 Dec, 2025 04:53:11 PM	0:11:00	100	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869633329		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 11:55:32 AM	15 Dec, 2025 12:12:52 PM	12 Dec, 2025 08:13:11 PM	0:10:44	80	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		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 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT 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 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869750658		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 04:03:09 PM	15 Dec, 2025 04:18:27 PM	15 Dec, 2025 03:25:27 PM	0:10:52	90	External
687869797814		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814		CTE_Credit		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 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	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
687869797814	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT 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 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869797814			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 08:29:33 PM	15 Dec, 2025 08:39:01 PM	15 Dec, 2025 06:09:02 PM	0:12:12	80	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
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687869643840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 01:07:08 PM	15 Dec, 2025 01:25:03 PM	12 Dec, 2025 09:01:26 PM	0:12:29	95	External
687869644641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641			CTE_Credit		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 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641			CTE_Credit		Alorica - CT 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 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	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
687869644641	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869644641		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 08:19:36 PM	15 Dec, 2025 08:24:48 PM	12 Dec, 2025 09:41:18 PM	0:16:15	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		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 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT 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 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869722870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 03:52:05 PM	15 Dec, 2025 04:18:05 PM	15 Dec, 2025 01:05:16 PM	0:13:05	95	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869614223		CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 01:25:07 PM	15 Dec, 2025 01:47:36 PM	12 Dec, 2025 06:52:16 PM	0:11:51	90	External
687869643844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	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
687869643844	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		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 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT 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 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textare	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869643844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	15 Dec, 2025 12:27:47 PM	15 Dec, 2025 01:04:59 PM	12 Dec, 2025 09:05:41 PM	0:18:30	95	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textare	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textare	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textare	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869465514			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	15 Dec, 2025 12:13:23 PM	15 Dec, 2025 12:25:31 PM	11 Dec, 2025 07:10:56 PM	0:10:49	90	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			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	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			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	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			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	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textare	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	65	External
687869487841			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	15 Dec, 2025 12:18:23 PM	15 Dec, 2025 12:46:44 PM	11 Dec, 2025 07:57:05 PM	0:11:37	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
687869617455	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		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 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT 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 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869617455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 08:54:14 PM	15 Dec, 2025 09:06:27 PM	12 Dec, 2025 07:31:59 PM	0:08:57	85	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		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 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT 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 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869731819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 08:21:07 PM	15 Dec, 2025 08:52:37 PM	15 Dec, 2025 02:26:19 PM	0:12:10	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		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 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT 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 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 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
687869740653	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687869740653			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 05:08:32 PM	15 Dec, 2025 06:18:10 PM	15 Dec, 2025 02:55:00 PM	0:09:06	100	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		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 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT 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 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687868976621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Dec, 2025 05:52:05 PM	15 Dec, 2025 02:23:53 PM	08 Dec, 2025 03:45:14 PM	0:12:21	90	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			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 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			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 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			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 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869828928			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	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
687869828928	[redacted]		CTE_Res_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	5 Dec, 2025 08:18:03 PM	15 Dec, 2025 08:37:54 PM	15 Dec, 2025 08:03:30 PM	0:11:34	75	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		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 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT 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 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869738420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		5 Dec, 2025 06:00:28 PM	15 Dec, 2025 06:07:48 PM	15 Dec, 2025 02:49:11 PM	0:07:10	80	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			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		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			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		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			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		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869740659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		5 Dec, 2025 05:37:47 PM	15 Dec, 2025 05:51:45 PM	15 Dec, 2025 02:29:43 PM	0:13:05	100	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		5 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		5 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		5 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		5 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	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
687869733041	[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]	15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT 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 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869733041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 07:53:57 PM	15 Dec, 2025 08:11:28 PM	15 Dec, 2025 02:29:51 PM	0:10:41	95	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869752448			CTE_Res_Payment_Sp		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 04:20:31 PM	15 Dec, 2025 04:30:08 PM	15 Dec, 2025 03:16:11 PM	0:13:16	85	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		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 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT 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 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869842848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External

REDACTED

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
687869842848	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	15 Dec, 2025 09:43:33 PM	15 Dec, 2025 09:48:27 PM	15 Dec, 2025 08:56:23 PM	0:09:57	95	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		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 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT 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 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869737835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 04:15:04 PM	15 Dec, 2025 06:35:03 PM	15 Dec, 2025 02:43:32 PM	0:07:02	90	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		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 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT 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 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869731896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 06:17:05 PM	15 Dec, 2025 06:31:19 PM	15 Dec, 2025 02:30:28 PM	0:11:23	100	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		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 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	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
687869796287	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT 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 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869796287			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 07:26:55 PM	15 Dec, 2025 07:48:28 PM	15 Dec, 2025 06:35:53 PM	0:09:08	65	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		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 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT 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 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869776623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 07:11:17 PM	15 Dec, 2025 07:22:01 PM	15 Dec, 2025 04:53:39 PM	0:10:40	100	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		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 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT 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 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External

REDACTED

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questic	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869750280	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869750280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	15 Dec, 2025 04:25:16 PM	15 Dec, 2025 05:13:02 PM	15 Dec, 2025 03:32:29 PM	0:18:11	85	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		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 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT 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 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textare	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869658461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	15 Dec, 2025 03:23:22 PM	15 Dec, 2025 03:33:51 PM	12 Dec, 2025 10:48:59 PM	0:08:41	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		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 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT 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 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textare	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869765750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	15 Dec, 2025 06:01:30 PM	15 Dec, 2025 06:14:11 PM	15 Dec, 2025 04:16:27 PM	0:10:45	100	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		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 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	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
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687869724447			CTE_Credit		Alorica - CT 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 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869724447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 05:19:44 PM	15 Dec, 2025 05:45:17 PM	15 Dec, 2025 01:20:15 PM	0:15:23	75	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
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687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			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 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			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 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			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 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869755413			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 04:00:18 PM	15 Dec, 2025 04:12:47 PM	15 Dec, 2025 03:44:38 PM	0:10:26	90	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		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 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT 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 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 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
687869646775	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869646775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 03:53:55 PM	15 Dec, 2025 03:54:55 PM	12 Dec, 2025 09:14:36 PM	0:10:03	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		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 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT 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 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
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687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869771277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 05:55:35 PM	15 Dec, 2025 06:09:05 PM	15 Dec, 2025 04:36:42 PM	0:10:16	100	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		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 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT 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 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
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687869599612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Dec, 2025 03:13:41 PM	15 Dec, 2025 03:31:31 PM	12 Dec, 2025 06:32:17 PM	0:12:29	95	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			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 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			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 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869889935	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			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 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869889935			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Dec, 2025 05:56:53 PM	16 Dec, 2025 06:14:30 PM	16 Dec, 2025 02:04:37 PM	0:11:09	90	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			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 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			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 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			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 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869887943			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Dec, 2025 02:46:45 PM	16 Dec, 2025 03:12:55 PM	16 Dec, 2025 02:01:10 PM	0:11:26	100	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869903366			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Dec, 2025 03:52:08 PM	16 Dec, 2025 03:56:44 PM	16 Dec, 2025 03:11:34 PM	0:07:54	90	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			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 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	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
687869897771	[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]	16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			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 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869897771			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ce s on	16 Dec, 2025 04:25:08 PM	16 Dec, 2025 04:30:24 PM	16 Dec, 2025 02:41:28 PM	0:08:28	85	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		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 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT 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 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	ye		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	nts lify ake ed We	16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869884274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 03:08:14 PM	16 Dec, 2025 03:22:25 PM	16 Dec, 2025 01:33:52 PM	0:11:32	70	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		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 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	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
687869917434	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT 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 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869917434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 10:04:19 PM	16 Dec, 2025 10:19:56 PM	16 Dec, 2025 04:01:12 PM	0:12:49	100	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		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 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT 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 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869850331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 02:44:12 PM	16 Dec, 2025 02:51:38 PM	15 Dec, 2025 09:26:27 PM	0:14:01	90	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		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 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT 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 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	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
687869903715	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869903715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 05:04:05 PM	16 Dec, 2025 05:18:18 PM	16 Dec, 2025 03:02:05 PM	0:11:16	95	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		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 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT 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 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869958825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 09:45:38 PM	16 Dec, 2025 10:12:15 PM	16 Dec, 2025 06:52:32 PM	0:10:39	70	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		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 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT 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 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869920148			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 07:43:23 PM	16 Dec, 2025 08:00:45 PM	16 Dec, 2025 04:07:22 PM	0:12:35	95	External
687869933507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	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
687869933507	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	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 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT 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 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869933507			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 07:41:01 PM	16 Dec, 2025 07:50:51 PM	16 Dec, 2025 05:05:24 PM	0:24:08	90	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	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 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT 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 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869910963			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 04:52:41 PM	16 Dec, 2025 05:07:46 PM	16 Dec, 2025 03:31:06 PM	0:11:18	100	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869906368	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869906368			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Dec, 2025 05:04:55 PM	16 Dec, 2025 05:06:59 PM	16 Dec, 2025 03:26:31 PM	0:11:09	90	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869927413			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Dec, 2025 05:21:43 PM	16 Dec, 2025 05:24:47 PM	16 Dec, 2025 04:57:57 PM	0:06:40	100	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			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 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			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 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			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 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869887098			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Dec, 2025 03:15:44 PM	16 Dec, 2025 03:30:22 PM	16 Dec, 2025 01:42:48 PM	0:12:36	90	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		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 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT 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 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	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
687869885507	[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]	16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869885507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		16 Dec, 2025 04:08:25 PM	16 Dec, 2025 04:18:30 PM	16 Dec, 2025 01:39:48 PM	0:10:10	85	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textare		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textare		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textare		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869906950			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		16 Dec, 2025 04:56:10 PM	16 Dec, 2025 04:58:24 PM	16 Dec, 2025 03:26:59 PM	0:09:35	90	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		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 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT 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 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesn		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textare		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869892465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		16 Dec, 2025 05:15:54 PM	16 Dec, 2025 08:25:44 PM	16 Dec, 2025 02:20:31 PM	0:19:51	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		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 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT 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 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	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
687869778817	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869778817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Dec, 2025 01:41:02 PM	16 Dec, 2025 01:54:43 PM	15 Dec, 2025 05:02:00 PM	0:09:14	95	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		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 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT 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 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869827140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Dec, 2025 05:15:27 PM	16 Dec, 2025 05:25:39 PM	15 Dec, 2025 07:50:30 PM	0:08:03	80	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		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 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT 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 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869941073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Dec, 2025 07:11:54 PM	16 Dec, 2025 07:42:36 PM	16 Dec, 2025 06:15:12 PM	0:09:48	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	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
687869910954	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	[redacted]	16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869910954			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 04:35:40 PM	16 Dec, 2025 04:38:41 PM	16 Dec, 2025 03:45:05 PM	0:07:25	100	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869894419			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 06:16:56 PM	16 Dec, 2025 06:29:09 PM	16 Dec, 2025 02:36:53 PM	0:09:27	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869811520			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 06:45:17 PM	16 Dec, 2025 06:47:14 PM	15 Dec, 2025 07:32:13 PM	0:05:36	90	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869913829			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 05:12:25 PM	16 Dec, 2025 05:13:37 PM	16 Dec, 2025 03:58:47 PM	0:04:07	100	External
687869879992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	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
68786987999	[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 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		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 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT 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 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786987999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 01:34:18 PM	16 Dec, 2025 01:45:12 PM	16 Dec, 2025 01:04:06 PM	0:09:16	100	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		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 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT 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 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 09:02:26 PM	16 Dec, 2025 09:17:18 PM	16 Dec, 2025 04:24:40 PM	0:11:39	95	External
68786992277			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
68786992277			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
68786992277			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
68786992277			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
68786992277			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 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
68786992277			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
68786992277			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 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
68786992277			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
68786992277			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 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
68786992277			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	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
687869922777	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
687869922777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
687869922777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
687869922777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
687869922777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
687869922777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
687869922777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
687869922777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
687869922777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 07:43:04 PM	16 Dec, 2025 07:57:12 PM	16 Dec, 2025 04:14:10 PM	0:08:21	95	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		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 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT 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 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869897576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 03:27:01 PM	16 Dec, 2025 03:48:07 PM	16 Dec, 2025 02:46:12 PM	0:13:23	75	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		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 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	text		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT 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 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesn		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869940219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	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
687869940219	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	16 Dec, 2025 06:57:11 PM	16 Dec, 2025 06:59:09 PM	16 Dec, 2025 05:34:30 PM	0:14:25	95	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		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 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT 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 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869945660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 08:01:10 PM	16 Dec, 2025 08:12:36 PM	16 Dec, 2025 05:53:08 PM	0:07:39	100	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		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 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT 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 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869930236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 07:57:49 PM	16 Dec, 2025 08:07:26 PM	16 Dec, 2025 04:49:06 PM	0:07:55	75	External
687869841044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			CTE_Credit		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 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	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
687869841044	[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]	16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			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		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869841044			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 02:32:20 PM	16 Dec, 2025 02:39:57 PM	15 Dec, 2025 08:52:33 PM	0:09:37	65	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869908121			TE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 06:37:18 PM	16 Dec, 2025 06:55:17 PM	16 Dec, 2025 03:32:47 PM	0:11:46	75	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869901001			TE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 05:19:16 PM	16 Dec, 2025 05:31:36 PM	16 Dec, 2025 03:01:23 PM	0:11:16	85	External
687869907364			TE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			TE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			TE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			TE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			TE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			TE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			TE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			TE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			TE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	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
687869907364	[redacted]		CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	[redacted]	16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869907364			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 05:53:56 PM	16 Dec, 2025 06:02:31 PM	16 Dec, 2025 03:31:28 PM	0:15:04	85	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		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 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT 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 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869933230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 08:13:44 PM	16 Dec, 2025 08:23:13 PM	16 Dec, 2025 04:59:55 PM	0:09:55	100	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			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 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			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 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			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 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869946422			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 09:33:39 PM	16 Dec, 2025 09:45:11 PM	16 Dec, 2025 05:57:00 PM	0:11:30	95	External
687869934591			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External

Master Contact	Agent Name	Team	Skill	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869934591	[redacted]	[redacted]	CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			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		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			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		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			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		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869934591			CTE_Credit_Payment_Span	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 05:38:26 PM	16 Dec, 2025 05:51:17 PM	16 Dec, 2025 05:04:31 PM	0:08:23	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	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 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT 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 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869952535			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 08:24:04 PM	16 Dec, 2025 08:31:28 PM	16 Dec, 2025 06:23:34 PM	0:07:02	100	External
687869914217			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit	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 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit	Alorica - CT 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 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	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
687869914217	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869914217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 09:22:39 PM	16 Dec, 2025 09:46:07 PM	16 Dec, 2025 03:42:50 PM	0:18:59	100	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869920626			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 04:59:09 PM	16 Dec, 2025 05:13:48 PM	16 Dec, 2025 04:29:58 PM	0:10:08	85	External
687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
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687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
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687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
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687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
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687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
687869934497			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 07:24:30 PM	16 Dec, 2025 07:29:00 PM	16 Dec, 2025 05:30:19 PM	0:07:54	75	External
687869900826			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Dec, 2025 03:59:08 PM	16 Dec, 2025 04:00:21 PM	16 Dec, 2025 03:01:31 PM	0:08:29	90	External
687869900826			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Dec, 2025 03:59:08 PM	16 Dec, 2025 04:00:21 PM	16 Dec, 2025 03:01:31 PM	0:08:29	90	External
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687869900826			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 Dec, 2025 03:59:08 PM	16 Dec, 2025 04:00:21 PM	16 Dec, 2025 03:01:31 PM	0:08:29	90	External
687869900826			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Dec, 2025 03:59:08 PM	16 Dec, 2025 04:00:21 PM	16 Dec, 2025 03:01:31 PM	0:08:29	90	External
687869900826			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Dec, 2025 03:59:08 PM	16 Dec, 2025 04:00:21 PM	16 Dec, 2025 03:01:31 PM	0:08:29	90	External
687869900826			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Dec, 2025 03:59:08 PM	16 Dec, 2025 04:00:21 PM	16 Dec, 2025 03:01:31 PM	0:08:29	90	External
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687869900826			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 03:59:08 PM	16 Dec, 2025 04:00:21 PM	16 Dec, 2025 03:01:31 PM	0:08:29	90	External
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687869900826			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Dec, 2025 03:59:08 PM	16 Dec, 2025 04:00:21 PM	16 Dec, 2025 03:01:31 PM	0:08:29	90	External
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687869900826			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Dec, 2025 03:59:08 PM	16 Dec, 2025 04:00:21 PM	16 Dec, 2025 03:01:31 PM	0:08:29	90	External
687869900826			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 03:59:08 PM	16 Dec, 2025 04:00:21 PM	16 Dec, 2025 03:01:31 PM	0:08:29	90	External
687869900826			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 03:59:08 PM	16 Dec, 2025 04:00:21 PM	16 Dec, 2025 03:01:31 PM	0:08:29	90	External
687869900826			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 03:59:08 PM	16 Dec, 2025 04:00:21 PM	16 Dec, 2025 03:01:31 PM	0:08:29	90	External
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687869909296			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 Dec, 2025 04:05:38 PM	16 Dec, 2025 04:06:06 PM	16 Dec, 2025 03:39:46 PM	0:07:12	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
687869909296	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	[redacted]	16 Dec, 2025 04:05:38 PM	16 Dec, 2025 04:06:06 PM	16 Dec, 2025 03:39:46 PM	0:07:12	100	External
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687869909296			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 04:05:38 PM	16 Dec, 2025 04:06:06 PM	16 Dec, 2025 03:39:46 PM	0:07:12	100	External
687869909296			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 04:05:38 PM	16 Dec, 2025 04:06:06 PM	16 Dec, 2025 03:39:46 PM	0:07:12	100	External
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687869912111			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 05:34:33 PM	16 Dec, 2025 05:48:06 PM	16 Dec, 2025 03:48:36 PM	0:10:47	75	External
687869912111			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 05:34:33 PM	16 Dec, 2025 05:48:06 PM	16 Dec, 2025 03:48:36 PM	0:10:47	75	External
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687869912111			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 05:34:33 PM	16 Dec, 2025 05:48:06 PM	16 Dec, 2025 03:48:36 PM	0:10:47	75	External
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687869912111			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 05:34:33 PM	16 Dec, 2025 05:48:06 PM	16 Dec, 2025 03:48:36 PM	0:10:47	75	External
687869955578			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Dec, 2025 08:07:31 PM	16 Dec, 2025 08:22:56 PM	16 Dec, 2025 07:12:36 PM	0:15:48	85	External
687869955578			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Dec, 2025 08:07:31 PM	16 Dec, 2025 08:22:56 PM	16 Dec, 2025 07:12:36 PM	0:15:48	85	External
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687869955578			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Dec, 2025 08:07:31 PM	16 Dec, 2025 08:22:56 PM	16 Dec, 2025 07:12:36 PM	0:15:48	85	External
687869955578			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Dec, 2025 08:07:31 PM	16 Dec, 2025 08:22:56 PM	16 Dec, 2025 07:12:36 PM	0:15:48	85	External
687869955578			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		16 Dec, 2025 08:07:31 PM	16 Dec, 2025 08:22:56 PM	16 Dec, 2025 07:12:36 PM	0:15:48	85	External
687869955578			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 08:07:31 PM	16 Dec, 2025 08:22:56 PM	16 Dec, 2025 07:12:36 PM	0:15:48	85	External
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687869955578			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Dec, 2025 08:07:31 PM	16 Dec, 2025 08:22:56 PM	16 Dec, 2025 07:12:36 PM	0:15:48	85	External
687869955578			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Dec, 2025 08:07:31 PM	16 Dec, 2025 08:22:56 PM	16 Dec, 2025 07:12:36 PM	0:15:48	85	External
687869955578			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Dec, 2025 08:07:31 PM	16 Dec, 2025 08:22:56 PM	16 Dec, 2025 07:12:36 PM	0:15:48	85	External
687869955578			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 08:07:31 PM	16 Dec, 2025 08:22:56 PM	16 Dec, 2025 07:12:36 PM	0:15:48	85	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			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 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			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 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			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 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	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
687869976780	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869976780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Dec, 2025 08:31:11 PM	16 Dec, 2025 08:43:00 PM	16 Dec, 2025 08:08:02 PM	0:11:44	100	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869985875			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 05:46:50 PM	17 Dec, 2025 05:57:02 PM	16 Dec, 2025 09:15:26 PM	0:10:52	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			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 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			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 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			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 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			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 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			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 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687869939141			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Dec, 2025 01:41:16 PM	17 Dec, 2025 02:16:55 PM	16 Dec, 2025 05:25:13 PM	0:11:47	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	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
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870026925			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 02:54:57 PM	17 Dec, 2025 03:04:17 PM	17 Dec, 2025 02:08:28 PM	0:06:32	95	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870038683			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 03:21:44 PM	17 Dec, 2025 03:31:35 PM	17 Dec, 2025 03:02:01 PM	0:09:20	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		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 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT 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 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687870057100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Dec, 2025 06:17:13 PM	17 Dec, 2025 06:30:49 PM	17 Dec, 2025 04:40:10 PM	0:14:30	100	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		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 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT 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 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	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
687869967740	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869967740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Dec, 2025 11:16:38 AM	17 Dec, 2025 11:56:10 AM	16 Dec, 2025 07:32:33 PM	0:10:22	80	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		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 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT 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 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869990445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Dec, 2025 12:26:45 PM	17 Dec, 2025 01:01:36 PM	16 Dec, 2025 09:07:45 PM	0:12:51	75	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			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		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			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		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			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		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869887654			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	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
687869887654	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	17 Dec, 2025 01:12:05 PM	17 Dec, 2025 01:28:15 PM	16 Dec, 2025 01:46:09 PM	0:11:11	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		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 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT 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 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687869996100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Dec, 2025 01:41:06 PM	17 Dec, 2025 01:56:45 PM	16 Dec, 2025 09:35:08 PM	0:14:16	100	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870058922			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 05:30:26 PM	17 Dec, 2025 05:39:00 PM	17 Dec, 2025 04:48:19 PM	0:09:13	95	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		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 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT 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 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870038857	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870038857			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Dec, 2025 03:45:48 PM	17 Dec, 2025 04:08:26 PM	17 Dec, 2025 02:48:57 PM	0:13:31	85	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		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 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT 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 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870075230			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Dec, 2025 08:33:25 PM	17 Dec, 2025 08:38:51 PM	17 Dec, 2025 05:25:49 PM	0:08:47	80	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			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		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			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		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			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		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687870040975			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Dec, 2025 03:34:45 PM	17 Dec, 2025 03:44:42 PM	17 Dec, 2025 02:51:23 PM	0:09:46	100	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			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 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	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
687869981661	[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]	17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			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 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	e	17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687869981661			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Dec, 2025 02:23:30 PM	17 Dec, 2025 02:38:39 PM	16 Dec, 2025 08:27:17 PM	0:12:21	95	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870022076			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Dec, 2025 03:06:17 PM	17 Dec, 2025 03:18:54 PM	17 Dec, 2025 01:28:50 PM	0:12:46	100	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		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 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT 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 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870194132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 06:11:14 PM	18 Dec, 2025 06:20:24 PM	18 Dec, 2025 04:22:42 PM	0:16:03	75	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870186680	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	[redacted]	18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870186680			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 05:46:28 PM	18 Dec, 2025 05:55:33 PM	18 Dec, 2025 03:57:46 PM	0:08:29	100	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			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 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			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 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870139630			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 03:54:33 PM	18 Dec, 2025 04:07:02 PM	17 Dec, 2025 10:37:47 PM	0:12:09	95	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870206035			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 06:10:14 PM	18 Dec, 2025 06:16:13 PM	18 Dec, 2025 05:24:27 PM	0:06:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			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 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			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 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	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
687870205392	[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]	18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870205392			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 08:48:55 PM	18 Dec, 2025 08:53:52 PM	18 Dec, 2025 05:09:33 PM	0:17:15	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		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 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT 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 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687870063894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 01:42:58 PM	18 Dec, 2025 02:30:00 PM	17 Dec, 2025 04:29:57 PM	0:08:02	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		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 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT 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 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687869969972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 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
687869969972	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	18 Dec, 2025 01:09:33 PM	18 Dec, 2025 01:21:58 PM	16 Dec, 2025 07:38:38 PM	0:06:59	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		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 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT 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 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870211255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 08:49:57 PM	18 Dec, 2025 09:03:10 PM	18 Dec, 2025 05:34:43 PM	0:12:46	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
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687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT 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 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
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687870162911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 07:41:40 PM	18 Dec, 2025 07:51:27 PM	18 Dec, 2025 02:08:52 PM	0:09:36	100	External
687870169138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 07:22:14 PM	18 Dec, 2025 07:31:16 PM	18 Dec, 2025 02:38:55 PM	0:08:29	80	External
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687870169138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 07:22:14 PM	18 Dec, 2025 07:31:16 PM	18 Dec, 2025 02:38:55 PM	0:08:29	80	External
687870169138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 07:22:14 PM	18 Dec, 2025 07:31:16 PM	18 Dec, 2025 02:38:55 PM	0:08:29	80	External
687870169138			CTE_Credit		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 Dec, 2025 07:22:14 PM	18 Dec, 2025 07:31:16 PM	18 Dec, 2025 02:38:55 PM	0:08:29	80	External
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687870169138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 07:22:14 PM	18 Dec, 2025 07:31:16 PM	18 Dec, 2025 02:38:55 PM	0:08:29	80	External
687870169138			CTE_Credit		Alorica - CT 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 Dec, 2025 07:22:14 PM	18 Dec, 2025 07:31:16 PM	18 Dec, 2025 02:38:55 PM	0:08:29	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
687870169138	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	18 Dec, 2025 07:22:14 PM	18 Dec, 2025 07:31:16 PM	18 Dec, 2025 02:38:55 PM	0:08:29	80	External
687870169138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 07:22:14 PM	18 Dec, 2025 07:31:16 PM	18 Dec, 2025 02:38:55 PM	0:08:29	80	External
687870169138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 07:22:14 PM	18 Dec, 2025 07:31:16 PM	18 Dec, 2025 02:38:55 PM	0:08:29	80	External
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687870169138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 07:22:14 PM	18 Dec, 2025 07:31:16 PM	18 Dec, 2025 02:38:55 PM	0:08:29	80	External
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687870169138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 07:22:14 PM	18 Dec, 2025 07:31:16 PM	18 Dec, 2025 02:38:55 PM	0:08:29	80	External
687870112256			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 06:08:34 PM	18 Dec, 2025 06:14:22 PM	17 Dec, 2025 08:11:06 PM	0:08:38	95	External
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687870112256			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 06:08:34 PM	18 Dec, 2025 06:14:22 PM	17 Dec, 2025 08:11:06 PM	0:08:38	95	External
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687870112256			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 06:08:34 PM	18 Dec, 2025 06:14:22 PM	17 Dec, 2025 08:11:06 PM	0:08:38	95	External
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687870112256			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 06:08:34 PM	18 Dec, 2025 06:14:22 PM	17 Dec, 2025 08:11:06 PM	0:08:38	95	External
687870112256			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Dec, 2025 06:08:34 PM	18 Dec, 2025 06:14:22 PM	17 Dec, 2025 08:11:06 PM	0:08:38	95	External
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687870112256			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 06:08:34 PM	18 Dec, 2025 06:14:22 PM	17 Dec, 2025 08:11:06 PM	0:08:38	95	External
687870112256			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 06:08:34 PM	18 Dec, 2025 06:14:22 PM	17 Dec, 2025 08:11:06 PM	0:08:38	95	External
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687870112256			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 06:08:34 PM	18 Dec, 2025 06:14:22 PM	17 Dec, 2025 08:11:06 PM	0:08:38	95	External
687870112256			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 06:08:34 PM	18 Dec, 2025 06:14:22 PM	17 Dec, 2025 08:11:06 PM	0:08:38	95	External
687870112256			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 06:08:34 PM	18 Dec, 2025 06:14:22 PM	17 Dec, 2025 08:11:06 PM	0:08:38	95	External
687870112256			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 06:08:34 PM	18 Dec, 2025 06:14:22 PM	17 Dec, 2025 08:11:06 PM	0:08:38	95	External
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687870107997			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 04:17:31 PM	18 Dec, 2025 04:36:14 PM	17 Dec, 2025 07:47:38 PM	0:13:40	100	External
687870107997			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 Dec, 2025 04:17:31 PM	18 Dec, 2025 04:36:14 PM	17 Dec, 2025 07:47:38 PM	0:13:40	100	External
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687870107997			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Dec, 2025 04:17:31 PM	18 Dec, 2025 04:36:14 PM	17 Dec, 2025 07:47:38 PM	0:13:40	100	External
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687870107997			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 04:17:31 PM	18 Dec, 2025 04:36:14 PM	17 Dec, 2025 07:47:38 PM	0:13:40	100	External
687870107997			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 04:17:31 PM	18 Dec, 2025 04:36:14 PM	17 Dec, 2025 07:47:38 PM	0:13:40	100	External
687870107997			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 04:17:31 PM	18 Dec, 2025 04:36:14 PM	17 Dec, 2025 07:47:38 PM	0:13:40	100	External
687870107997			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 04:17:31 PM	18 Dec, 2025 04:36:14 PM	17 Dec, 2025 07:47:38 PM	0:13:40	100	External
687870107997			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 04:17:31 PM	18 Dec, 2025 04:36:14 PM	17 Dec, 2025 07:47:38 PM	0:13:40	100	External
687870107997			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 04:17:31 PM	18 Dec, 2025 04:36:14 PM	17 Dec, 2025 07:47:38 PM	0:13:40	100	External
687870107997			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 04:17:31 PM	18 Dec, 2025 04:36:14 PM	17 Dec, 2025 07:47:38 PM	0:13:40	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
687870107997	[redacted]	[redacted]	TE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	18 Dec, 2025 04:17:31 PM	18 Dec, 2025 04:36:14 PM	17 Dec, 2025 07:47:38 PM	0:13:40	100	External
687870107997			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 04:17:31 PM	18 Dec, 2025 04:36:14 PM	17 Dec, 2025 07:47:38 PM	0:13:40	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_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 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_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 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870181165			TE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 06:13:34 PM	18 Dec, 2025 06:26:51 PM	18 Dec, 2025 03:27:29 PM	0:11:32	100	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_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		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870161367			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 05:48:18 PM	18 Dec, 2025 05:55:28 PM	18 Dec, 2025 01:56:47 PM	0:07:08	85	External
687870133640			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			TE_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		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			TE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870133640	[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 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870133640			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 06:30:34 PM	18 Dec, 2025 06:44:10 PM	17 Dec, 2025 10:08:26 PM	0:11:35	100	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870163893			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 02:47:07 PM	18 Dec, 2025 02:56:52 PM	18 Dec, 2025 02:22:15 PM	0:07:58	95	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		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 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT 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 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870154417			CTE_Credit_Payment_Sp		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 05:50:47 PM	18 Dec, 2025 06:12:53 PM	18 Dec, 2025 01:06:58 PM	0:10:19	100	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		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 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	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
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT 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 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870229316			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 09:06:36 PM	18 Dec, 2025 09:32:29 PM	18 Dec, 2025 06:58:10 PM	0:11:50	90	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		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 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT 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 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 07:58:28 PM	18 Dec, 2025 08:13:50 PM	18 Dec, 2025 05:24:33 PM	0:13:30	95	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			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		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	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
687870082864	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870082864			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 12:17:12 PM	18 Dec, 2025 12:28:19 PM	17 Dec, 2025 05:56:06 PM	0:10:24	100	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		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 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT 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 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870173608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 04:05:56 PM	18 Dec, 2025 04:13:17 PM	18 Dec, 2025 02:59:28 PM	0:09:15	90	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			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 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			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 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External
687870127007			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 02:14:18 PM	18 Dec, 2025 02:42:47 PM	17 Dec, 2025 09:56:29 PM	0:11:26	95	External

Master Contact	Skill	Form Name	Section Title	Question Title	Question Number	Ques	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	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	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	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	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	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	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textar	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870202508	CTE_Credit_Disco_Span	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar	18 Dec, 2025 09:31:25 PM	18 Dec, 2025 09:36:22 PM	18 Dec, 2025 05:09:46 PM	0:22:16	95	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	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 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	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 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	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 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textar	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870231979	CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar	18 Dec, 2025 09:41:13 PM	18 Dec, 2025 09:47:42 PM	18 Dec, 2025 07:13:49 PM	0:10:28	55	External
687870224012	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3		18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012	CTE_Credit	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 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
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687870224012	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	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
687870224012	[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]	18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870224012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	text		18 Dec, 2025 08:29:57 PM	18 Dec, 2025 08:31:55 PM	18 Dec, 2025 06:34:41 PM	0:26:29	100	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687870173073			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 03:34:07 PM	18 Dec, 2025 03:42:53 PM	18 Dec, 2025 02:58:29 PM	0:07:17	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		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 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT 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 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687869830470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 01:26:24 PM	18 Dec, 2025 01:37:48 PM	15 Dec, 2025 08:02:49 PM	0:06:55	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		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 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	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
687870035445	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT 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 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870035445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 04:25:07 PM	18 Dec, 2025 04:29:01 PM	17 Dec, 2025 02:33:42 PM	0:11:37	90	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		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 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT 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 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870033343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 02:47:18 PM	18 Dec, 2025 03:04:45 PM	17 Dec, 2025 02:29:33 PM	0:11:07	100	External
687870162108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit		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 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit		Alorica - CT 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 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	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
687870162108	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870162108			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 02:19:07 PM	18 Dec, 2025 02:33:53 PM	18 Dec, 2025 02:01:55 PM	0:09:15	85	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	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 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT 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 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870200932			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Dec, 2025 08:30:24 PM	18 Dec, 2025 08:47:03 PM	18 Dec, 2025 04:54:31 PM	0:12:55	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	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 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT 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 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870345852			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	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
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687870345852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 07:25:48 PM	19 Dec, 2025 07:32:36 PM	19 Dec, 2025 05:40:41 PM	0:08:43	95	External
687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			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		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			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		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			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		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
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687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870301044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 07:40:45 PM	19 Dec, 2025 07:47:50 PM	19 Dec, 2025 02:31:31 PM	0:10:25	95	External
687870169023			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			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		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			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		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			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		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
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687870169023			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
687870169023			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 02:46:52 PM	19 Dec, 2025 03:23:43 PM	18 Dec, 2025 02:38:20 PM	0:16:53	85	External
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687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	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
687870245013	[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]	19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT 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 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870245013			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 07:27:24 PM	19 Dec, 2025 07:44:48 PM	18 Dec, 2025 08:14:16 PM	0:16:17	100	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		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 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT 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 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870286446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 04:00:00 PM	19 Dec, 2025 04:10:17 PM	19 Dec, 2025 01:09:41 PM	0:12:09	90	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		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 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT 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 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	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
687870323456	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870323456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 08:03:21 PM	19 Dec, 2025 08:17:20 PM	19 Dec, 2025 04:31:50 PM	0:09:50	95	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			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		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			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		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			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		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687870155123			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 07:03:20 PM	19 Dec, 2025 07:24:18 PM	18 Dec, 2025 01:38:37 PM	0:12:09	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		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 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT 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 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687868952999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 02:33:00 PM	19 Dec, 2025 02:33:30 PM	08 Dec, 2025 02:23:29 PM	0:10:31	100	External
687870315133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	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
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		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 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT 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 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870315133	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 09:52:21 PM	19 Dec, 2025 09:59:12 PM	19 Dec, 2025 03:49:12 PM	0:12:24	80	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		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 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT 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 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870379932	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 07:47:13 PM	19 Dec, 2025 08:02:40 PM	19 Dec, 2025 06:11:59 PM	0:15:52	100	External
687870310234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234	CTE_Credit		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 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	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
687870310234	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			[redacted]	19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234			CTE_Credit		Alorica - CT 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 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
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687870310234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870310234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 04:43:38 PM	19 Dec, 2025 06:50:58 PM	19 Dec, 2025 03:09:44 PM	0:10:23	95	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		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 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT 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 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
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687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870302000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 06:50:24 PM	19 Dec, 2025 07:02:32 PM	19 Dec, 2025 02:38:18 PM	0:09:08	80	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		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 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT 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 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	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
687870239307	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870239307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 05:56:02 PM	19 Dec, 2025 06:07:50 PM	18 Dec, 2025 07:47:48 PM	0:10:50	90	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		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 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT 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 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870374153			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 07:54:16 PM	19 Dec, 2025 07:55:10 PM	19 Dec, 2025 05:57:23 PM	0:08:07	100	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		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 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT 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 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870255333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 05:11:33 PM	19 Dec, 2025 05:17:52 PM	18 Dec, 2025 09:22:29 PM	0:10:17	70	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	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
687870220525	[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]	19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT 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 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870220525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 01:12:38 PM	19 Dec, 2025 01:36:16 PM	18 Dec, 2025 06:19:16 PM	0:15:14	100	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		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 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT 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 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870235580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 09:36:09 PM	19 Dec, 2025 09:53:01 PM	18 Dec, 2025 07:46:55 PM	0:18:09	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		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 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT 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 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	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
687870268991	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
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687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870268991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 06:35:33 PM	19 Dec, 2025 06:50:19 PM	18 Dec, 2025 10:24:07 PM	0:14:19	90	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		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 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT 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 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870305775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 05:40:17 PM	19 Dec, 2025 05:57:47 PM	19 Dec, 2025 03:05:18 PM	0:09:45	100	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		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 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT 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 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	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
687870414100	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870414100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 09:16:38 PM	19 Dec, 2025 09:30:09 PM	19 Dec, 2025 07:53:25 PM	0:10:23	85	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		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 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT 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 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870258203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 09:11:15 PM	19 Dec, 2025 09:15:21 PM	18 Dec, 2025 09:13:13 PM	0:08:52	90	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			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		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			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 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			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 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870139973			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 02:11:01 PM	19 Dec, 2025 02:12:07 PM	17 Dec, 2025 11:26:23 PM	0:12:02	100	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		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 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	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
687870310879	[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 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT 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 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870310879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 04:36:00 PM	19 Dec, 2025 04:44:01 PM	19 Dec, 2025 03:17:52 PM	0:06:36	85	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870336375			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 09:56:55 PM	19 Dec, 2025 10:12:13 PM	19 Dec, 2025 04:39:00 PM	0:18:13	90	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		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 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT 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 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 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
687870264367	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870264367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 02:03:30 PM	19 Dec, 2025 02:25:30 PM	18 Dec, 2025 09:54:57 PM	0:10:59	100	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		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 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT 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 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870388556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 07:10:42 PM	19 Dec, 2025 07:23:41 PM	19 Dec, 2025 06:32:07 PM	0:10:52	95	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		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 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT 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 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yes		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	its	19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870408321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e to	19 Dec, 2025 08:36:01 PM	19 Dec, 2025 08:47:25 PM	19 Dec, 2025 07:43:03 PM	0:15:13	80	External
687870270906			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	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
687870270906		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906		CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906		CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870270906		CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 12:36:26 PM	19 Dec, 2025 12:47:13 PM	18 Dec, 2025 10:48:04 PM	0:09:21	100	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		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 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT 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 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870248093		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 08:12:48 PM	19 Dec, 2025 08:17:23 PM	18 Dec, 2025 08:45:05 PM	0:08:56	65	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		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 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT 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 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	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
687870165677	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870165677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 07:30:28 PM	19 Dec, 2025 07:40:40 PM	18 Dec, 2025 02:34:20 PM	0:10:02	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		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 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT 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 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870286084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 01:22:24 PM	19 Dec, 2025 01:34:45 PM	19 Dec, 2025 01:05:03 PM	0:10:19	95	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		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 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT 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 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870160043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 02:23:34 PM	19 Dec, 2025 02:34:48 PM	18 Dec, 2025 02:05:43 PM	0:09:09	100	External
687870247771			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 02:16:37 PM	19 Dec, 2025 02:17:42 PM	18 Dec, 2025 08:46:06 PM	0:05:52	100	External
687870247771			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 02:16:37 PM	19 Dec, 2025 02:17:42 PM	18 Dec, 2025 08:46:06 PM	0:05:52	100	External
687870247771			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Dec, 2025 02:16:37 PM	19 Dec, 2025 02:17:42 PM	18 Dec, 2025 08:46:06 PM	0:05:52	100	External
687870247771			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 02:16:37 PM	19 Dec, 2025 02:17:42 PM	18 Dec, 2025 08:46:06 PM	0:05:52	100	External
687870247771			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		19 Dec, 2025 02:16:37 PM	19 Dec, 2025 02:17:42 PM	18 Dec, 2025 08:46:06 PM	0:05:52	100	External
687870247771			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 02:16:37 PM	19 Dec, 2025 02:17:42 PM	18 Dec, 2025 08:46:06 PM	0:05:52	100	External
687870247771			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 Dec, 2025 02:16:37 PM	19 Dec, 2025 02:17:42 PM	18 Dec, 2025 08:46:06 PM	0:05:52	100	External