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
687870247771	[redacted]		CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	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	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	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	Middle	Offer 18 month, Monthly Flat Plan	3.4	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	Middle	Offer and provide benefits of Weatherization	3.5	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	Middle	Discuss/Explain Review Officer	3.6	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	Middle	Soft Skills Using Template	3.7	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	Middle	Comments on Middle:	3.8	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	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	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	First Contact Resolution	Comments on First Contact Resolution:	5.2	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	Closing	Update RECAP	4.1	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	Closing	Documentation & followed proper procedure	4.2	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	Closing	Comments on Closing:	4.3	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
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687869724288			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 11:50:42 AM	19 Dec, 2025 12:04:49 PM	15 Dec, 2025 01:15:52 PM	0:08:28	90	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			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 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		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 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT 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 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			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 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870309457			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 04:24:36 PM	19 Dec, 2025 04:40:05 PM	19 Dec, 2025 03:10:10 PM	0:15:29	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	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
687870294590	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		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 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT 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 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesn		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			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 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870294590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 06:25:56 PM	19 Dec, 2025 06:40:37 PM	19 Dec, 2025 02:01:13 PM	0:16:21	95	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			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 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		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 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT 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 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			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 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870290812			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 07:28:01 PM	19 Dec, 2025 07:45:32 PM	19 Dec, 2025 01:39:25 PM	0:10:03	100	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			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 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		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 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT 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 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	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
687870378962	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			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 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870378962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Dec, 2025 08:55:34 PM	19 Dec, 2025 09:02:03 PM	19 Dec, 2025 07:02:50 PM	0:16:07	75	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			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 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		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 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT 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 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			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 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870391635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Dec, 2025 07:51:07 PM	19 Dec, 2025 08:21:17 PM	19 Dec, 2025 07:12:56 PM	0:10:36	45	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			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 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		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 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT 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 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 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
687870267164	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	[redacted]	19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			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 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870267164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 01:38:01 PM	19 Dec, 2025 01:39:13 PM	18 Dec, 2025 10:24:00 PM	0:11:00	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			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 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		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 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT 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 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			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 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870411849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 08:19:54 PM	19 Dec, 2025 08:32:05 PM	19 Dec, 2025 07:47:29 PM	0:13:04	100	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			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 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		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 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
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687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT 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 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			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 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	External
687870369908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 10:25:27 PM	19 Dec, 2025 10:31:34 PM	19 Dec, 2025 05:45:49 PM	0:16:06	80	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
687870301942	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	[redacted]	19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870301942			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 04:09:23 PM	19 Dec, 2025 04:13:06 PM	19 Dec, 2025 02:42:21 PM	0:11:04	85	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			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 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		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 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT 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 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			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 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870432361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 10:08:16 PM	19 Dec, 2025 10:20:57 PM	19 Dec, 2025 08:45:13 PM	0:11:55	80	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			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 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		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 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT 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 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			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 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	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
687870189126	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870189126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Dec, 2025 02:48:33 PM	19 Dec, 2025 02:53:49 PM	18 Dec, 2025 04:12:41 PM	0:12:49	95	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			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 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		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 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT 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 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			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 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870346391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Dec, 2025 06:03:18 PM	19 Dec, 2025 06:20:21 PM	19 Dec, 2025 05:41:56 PM	0:09:55	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			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 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		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 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT 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 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			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 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870254695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Dec, 2025 05:13:33 PM	19 Dec, 2025 05:29:40 PM	18 Dec, 2025 09:13:07 PM	0:12:20	100	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			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 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		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 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	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
687870337421	[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 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			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 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870337421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 06:53:06 PM	19 Dec, 2025 07:03:15 PM	19 Dec, 2025 04:44:04 PM	0:09:31	95	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			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 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		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 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT 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 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			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 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870288560			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 01:39:46 PM	19 Dec, 2025 01:57:30 PM	19 Dec, 2025 01:25:05 PM	0:10:47	100	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			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 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		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 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT 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 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			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 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870246173			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	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
687870246173		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 12:21:08 PM	19 Dec, 2025 12:33:23 PM	18 Dec, 2025 08:19:20 PM	0:12:47	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		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 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		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 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT 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 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		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 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870136090		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 08:32:53 PM	19 Dec, 2025 08:56:33 PM	17 Dec, 2025 10:52:15 PM	0:16:34	95	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		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 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		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 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT 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 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		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 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870316685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 05:30:13 PM	19 Dec, 2025 05:34:44 PM	19 Dec, 2025 03:56:00 PM	0:07:30	100	External
687870115266		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266		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 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266		CTE_Credit		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 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	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
687870115266	[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 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266			CTE_Credit		Alorica - CT 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 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266			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 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870115266			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Dec, 2025 09:21:30 PM	19 Dec, 2025 09:28:48 PM	17 Dec, 2025 08:22:27 PM	0:09:31	85	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870311810			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 04:18:59 PM	19 Dec, 2025 04:32:20 PM	19 Dec, 2025 03:26:53 PM	0:13:24	80	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			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 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		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 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT 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 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			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 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
687870301518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	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
687870301518	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	19 Dec, 2025 03:49:56 PM	19 Dec, 2025 04:23:20 PM	19 Dec, 2025 02:36:41 PM	0:16:48	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
689399618856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 06:38:48 PM	22 Dec, 2025 06:44:36 PM	22 Dec, 2025 03:27:59 PM	0:15:24	90	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870224986			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 01:10:11 PM	22 Dec, 2025 01:19:08 PM	18 Dec, 2025 07:03:45 PM	0:09:27	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870386460	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	[redacted]	22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
687870386460			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 12:02:16 PM	22 Dec, 2025 12:16:57 PM	19 Dec, 2025 06:26:50 PM	0:12:50	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
689399608602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 06:35:48 PM	22 Dec, 2025 06:47:55 PM	22 Dec, 2025 03:22:10 PM	0:12:41	100	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870301110			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 11:36:08 AM	22 Dec, 2025 11:46:21 AM	19 Dec, 2025 02:33:42 PM	0:09:25	95	External
687870408264			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	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
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
687870408264		CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 11:36:54 AM	22 Dec, 2025 11:38:52 AM	19 Dec, 2025 07:40:37 PM	0:09:30	90	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399669728		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 08:38:22 PM	22 Dec, 2025 08:51:27 PM	22 Dec, 2025 06:27:58 PM	0:10:03	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External
689399650281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 08:48:31 PM	22 Dec, 2025 08:50:49 PM	22 Dec, 2025 05:16:11 PM	0:09:58	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	er	22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399596547			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 04:23:23 PM	22 Dec, 2025 04:48:07 PM	22 Dec, 2025 02:23:00 PM	0:10:23	90	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	ked	22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399680006			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 08:27:47 PM	22 Dec, 2025 08:35:48 PM	22 Dec, 2025 07:38:08 PM	0:09:26	80	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399652385	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399652385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Dec, 2025 05:54:36 PM	22 Dec, 2025 05:57:23 PM	22 Dec, 2025 05:10:21 PM	0:08:02	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399660216			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Dec, 2025 09:21:11 PM	22 Dec, 2025 09:22:49 PM	22 Dec, 2025 05:51:35 PM	0:11:32	90	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399595807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Dec, 2025 04:00:15 PM	22 Dec, 2025 04:03:36 PM	22 Dec, 2025 01:56:43 PM	0:13:41	95	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399726158	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399726158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 11:28:56 PM	22 Dec, 2025 11:32:59 PM	22 Dec, 2025 10:56:21 PM	0:18:43	90	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399600118			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 02:55:19 PM	22 Dec, 2025 03:17:12 PM	22 Dec, 2025 02:35:00 PM	0:09:23	70	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	e	22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 PM	0:14:04	95	External
689399619114			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 05:38:10 PM	22 Dec, 2025 05:55:18 PM	22 Dec, 2025 03:09:02 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
689399656035	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
689399656035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 06:08:22 PM	22 Dec, 2025 06:10:35 PM	22 Dec, 2025 05:43:36 PM	0:11:19	85	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
687870442200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 05:49:25 PM	22 Dec, 2025 06:14:18 PM	19 Dec, 2025 09:17:29 PM	0:14:59	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	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
689399652876	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
689399652876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Dec, 2025 06:25:40 PM	22 Dec, 2025 06:32:27 PM	22 Dec, 2025 05:25:41 PM	0:08:00	100	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
687870116902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	22 Dec, 2025 01:23:09 PM	22 Dec, 2025 01:31:54 PM	17 Dec, 2025 08:32:34 PM	0:10:35	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	ove 22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	90	External
689399611314			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	22 Dec, 2025 05:10:30 PM	22 Dec, 2025 05:13:23 PM	22 Dec, 2025 03:13:33 PM	0:07:39	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
689399603994	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			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		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			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		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			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		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399603994			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 05:24:39 PM	22 Dec, 2025 05:37:33 PM	22 Dec, 2025 02:33:15 PM	0:10:36	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
689399613821			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 06:05:40 PM	22 Dec, 2025 06:22:59 PM	22 Dec, 2025 03:04:29 PM	0:12:39	95	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870050416	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870050416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 12:26:28 PM	22 Dec, 2025 12:43:22 PM	17 Dec, 2025 03:35:09 PM	0:10:27	90	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870303994			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 12:18:25 PM	22 Dec, 2025 12:29:34 PM	19 Dec, 2025 02:44:49 PM	0:11:08	85	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
687870301285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 11:47:02 AM	22 Dec, 2025 11:56:28 AM	19 Dec, 2025 02:34:31 PM	0:11:02	100	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399619277	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	[redacted]	22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399619277			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 04:51:57 PM	22 Dec, 2025 04:57:28 PM	22 Dec, 2025 03:41:05 PM	0:09:25	75	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399604619			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 04:03:42 PM	22 Dec, 2025 04:10:35 PM	22 Dec, 2025 02:53:33 PM	0:10:20	85	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399595957			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 03:01:56 PM	22 Dec, 2025 03:14:24 PM	22 Dec, 2025 02:11:23 PM	0:09:33	80	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	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
689399641704	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	[redacted]	22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399641704			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 05:25:25 PM	22 Dec, 2025 05:30:07 PM	22 Dec, 2025 05:06:38 PM	0:03:19	75	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399653196			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 07:12:29 PM	22 Dec, 2025 07:13:29 PM	22 Dec, 2025 06:04:38 PM	0:16:27	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399658277			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 06:43:43 PM	22 Dec, 2025 06:58:51 PM	22 Dec, 2025 05:49:11 PM	0:16:56	100	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	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
689399647124	[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]	22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399647124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 08:12:47 PM	22 Dec, 2025 08:30:41 PM	22 Dec, 2025 05:07:38 PM	0:21:29	90	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399616720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 04:52:08 PM	22 Dec, 2025 05:08:14 PM	22 Dec, 2025 03:11:26 PM	0:11:45	100	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399640495			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 07:57:08 PM	22 Dec, 2025 07:59:20 PM	22 Dec, 2025 05:02:41 PM	0:11:31	90	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	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
689399635703	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399635703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 07:31:01 PM	22 Dec, 2025 07:49:16 PM	22 Dec, 2025 04:29:07 PM	0:09:55	85	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399611880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 08:51:49 PM	22 Dec, 2025 09:00:15 PM	22 Dec, 2025 03:02:22 PM	0:13:45	90	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	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
689399643165	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399643165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 06:06:14 PM	22 Dec, 2025 06:06:43 PM	22 Dec, 2025 04:55:49 PM	0:13:02	100	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399619792			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 05:35:28 PM	22 Dec, 2025 05:50:31 PM	22 Dec, 2025 03:46:48 PM	0:10:09	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399606985			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 06:50:45 PM	22 Dec, 2025 07:15:03 PM	22 Dec, 2025 02:38:42 PM	0:10:53	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			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		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			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		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			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		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
687870316242			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 12:36:30 PM	22 Dec, 2025 12:46:28 PM	19 Dec, 2025 03:30:47 PM	0:11:44	95	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399609064			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 03:55:05 PM	22 Dec, 2025 03:59:32 PM	22 Dec, 2025 03:10:18 PM	0:07:14	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399592511	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
689399592511			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 07:02:56 PM	22 Dec, 2025 07:03:30 PM	22 Dec, 2025 02:03:31 PM	0:06:41	100	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
687870189864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 12:12:58 PM	22 Dec, 2025 12:31:57 PM	18 Dec, 2025 04:01:00 PM	0:14:44	95	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	e	22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399670088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 09:06:29 PM	22 Dec, 2025 09:11:52 PM	22 Dec, 2025 06:31:30 PM	0:12:09	90	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	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
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
689399596678			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 02:42:42 PM	22 Dec, 2025 02:48:57 PM	22 Dec, 2025 02:18:54 PM	0:09:15	95	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
687870341313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 01:39:50 PM	22 Dec, 2025 02:18:11 PM	19 Dec, 2025 05:25:32 PM	0:17:54	80	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399628495			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 05:59:34 PM	22 Dec, 2025 06:10:39 PM	22 Dec, 2025 04:08:45 PM	0:08:22	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	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
689399589293	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
689399589293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 10:52:11 PM	22 Dec, 2025 10:54:07 PM	22 Dec, 2025 01:24:54 PM	0:17:20	95	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
687870439302			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 12:04:45 PM	22 Dec, 2025 12:05:37 PM	19 Dec, 2025 09:12:02 PM	0:10:10	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
689399671385			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 08:23:53 PM	22 Dec, 2025 08:25:02 PM	22 Dec, 2025 07:08:04 PM	0:09:28	90	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870025407	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870025407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Dec, 2025 03:26:07 PM	22 Dec, 2025 03:37:33 PM	17 Dec, 2025 01:36:05 PM	0:09:47	85	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
687870451209			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 11:53:15 AM	22 Dec, 2025 11:55:27 AM	19 Dec, 2025 10:00:48 PM	0:05:41	100	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399601610			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 03:30:29 PM	22 Dec, 2025 03:38:18 PM	22 Dec, 2025 02:42:42 PM	0:10:37	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	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
689399604688	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	[redacted]	22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
689399604688			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 03:42:32 PM	22 Dec, 2025 03:50:34 PM	22 Dec, 2025 02:53:44 PM	0:07:31	85	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
687870288887			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Dec, 2025 01:24:42 PM	22 Dec, 2025 02:17:30 PM	19 Dec, 2025 01:36:42 PM	0:10:24	100	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399775023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 06:44:58 PM	23 Dec, 2025 07:09:28 PM	23 Dec, 2025 04:09:54 PM	0:12:18	90	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			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		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			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		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			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		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399802014			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 09:09:41 PM	23 Dec, 2025 09:43:51 PM	23 Dec, 2025 06:15:49 PM	0:16:21	80	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399678985			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 02:24:31 PM	23 Dec, 2025 02:34:45 PM	22 Dec, 2025 07:31:20 PM	0:08:27	100	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399757179			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 06:16:07 PM	23 Dec, 2025 06:52:25 PM	23 Dec, 2025 02:55:45 PM	0:06:57	95	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	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
689399749073	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399749073			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 08:15:28 PM	23 Dec, 2025 08:21:40 PM	23 Dec, 2025 02:10:23 PM	0:08:15	80	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization				23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399787770			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 08:23:06 PM	23 Dec, 2025 08:42:29 PM	23 Dec, 2025 05:05:52 PM	0:10:29	95	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399749146			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 03:26:01 PM	23 Dec, 2025 03:34:02 PM	23 Dec, 2025 02:16:29 PM	0:08:12	80	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	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
689399746086	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399746086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 02:17:40 PM	23 Dec, 2025 02:37:46 PM	23 Dec, 2025 01:53:16 PM	0:12:54	100	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	[redacted]	23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399803159			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 10:17:54 PM	23 Dec, 2025 10:30:18 PM	23 Dec, 2025 06:31:04 PM	0:06:03	90	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399704878			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 03:26:54 PM	23 Dec, 2025 03:40:48 PM	22 Dec, 2025 09:13:12 PM	0:10:10	100	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	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
689399744956	[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]	23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399744956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 02:27:55 PM	23 Dec, 2025 03:07:02 PM	23 Dec, 2025 01:52:14 PM	0:11:54	85	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399812936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 08:44:48 PM	23 Dec, 2025 09:07:39 PM	23 Dec, 2025 07:25:19 PM	0:18:04	95	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399787053	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	[redacted]	23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399787053			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 06:45:09 PM	23 Dec, 2025 07:14:59 PM	23 Dec, 2025 05:11:45 PM	0:14:23	70	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			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		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			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		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			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		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399692168			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 12:57:38 PM	23 Dec, 2025 12:58:45 PM	22 Dec, 2025 08:29:20 PM	0:09:04	100	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	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
689399755562	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399755562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 03:49:45 PM	23 Dec, 2025 03:53:55 PM	23 Dec, 2025 02:43:37 PM	0:19:20	90	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesn		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399776409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 05:22:53 PM	23 Dec, 2025 05:26:10 PM	23 Dec, 2025 04:17:52 PM	0:08:59	95	External
689399799154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 07:28:38 PM	23 Dec, 2025 07:40:33 PM	23 Dec, 2025 06:02:48 PM	0:09:16	100	External
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689399799154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 07:28:38 PM	23 Dec, 2025 07:40:33 PM	23 Dec, 2025 06:02:48 PM	0:09:16	100	External
689399799154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 07:28:38 PM	23 Dec, 2025 07:40:33 PM	23 Dec, 2025 06:02:48 PM	0:09:16	100	External
689399799154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 07:28:38 PM	23 Dec, 2025 07:40:33 PM	23 Dec, 2025 06:02:48 PM	0:09:16	100	External
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689399799154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 07:28:38 PM	23 Dec, 2025 07:40:33 PM	23 Dec, 2025 06:02:48 PM	0:09:16	100	External
689399799154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 07:28:38 PM	23 Dec, 2025 07:40:33 PM	23 Dec, 2025 06:02:48 PM	0:09:16	100	External
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689399799154			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 07:28:38 PM	23 Dec, 2025 07:40:33 PM	23 Dec, 2025 06:02:48 PM	0:09:16	100	External
689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
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689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	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
689399615073	[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]	23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
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689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
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689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
689399615073			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 11:32:41 AM	23 Dec, 2025 11:56:50 AM	22 Dec, 2025 02:56:17 PM	0:11:26	95	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399761783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 04:13:05 PM	23 Dec, 2025 04:15:29 PM	23 Dec, 2025 03:13:19 PM	0:08:37	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	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
689399748372	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399748372	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 02:55:11 PM	23 Dec, 2025 03:14:43 PM	23 Dec, 2025 02:12:58 PM	0:15:45	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	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		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	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		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	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		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399739773	CTE_Res_Default		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 01:29:43 PM	23 Dec, 2025 01:45:45 PM	23 Dec, 2025 01:02:08 PM	0:12:55	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	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		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	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		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	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		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization				23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
689399693696	CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 08:13:30 PM	23 Dec, 2025 08:20:34 PM	22 Dec, 2025 08:07:20 PM	0:13:49	100	External
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689399821193	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399821193			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		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			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		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			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		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399821193			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e	23 Dec, 2025 08:39:45 PM	23 Dec, 2025 08:59:07 PM	23 Dec, 2025 07:51:34 PM	0:08:30	60	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399803742			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 09:54:34 PM	23 Dec, 2025 10:15:18 PM	23 Dec, 2025 06:25:08 PM	0:15:45	85	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	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
689399740458	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	[redacted]	23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399740458			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 02:37:34 PM	23 Dec, 2025 02:43:24 PM	23 Dec, 2025 01:09:01 PM	0:06:37	100	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399772566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 04:30:50 PM	23 Dec, 2025 04:45:01 PM	23 Dec, 2025 03:57:52 PM	0:11:36	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399761904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 06:17:31 PM	23 Dec, 2025 06:33:36 PM	23 Dec, 2025 03:12:39 PM	0:14:32	95	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399760344	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399760344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 05:12:55 PM	23 Dec, 2025 05:14:12 PM	23 Dec, 2025 03:07:56 PM	0:09:52	90	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			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		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			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		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			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		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399740468			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 01:48:27 PM	23 Dec, 2025 02:08:54 PM	23 Dec, 2025 01:09:13 PM	0:09:00	85	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	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
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689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399750874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 10:32:09 PM	23 Dec, 2025 10:55:30 PM	23 Dec, 2025 02:26:16 PM	0:17:29	90	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399811621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 07:45:00 PM	23 Dec, 2025 07:59:18 PM	23 Dec, 2025 07:05:53 PM	0:13:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399764033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 04:22:15 PM	23 Dec, 2025 04:36:38 PM	23 Dec, 2025 03:27:44 PM	0:12:28	100	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	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
689399744976	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 03:38:02 PM	23 Dec, 2025 04:23:41 PM	23 Dec, 2025 01:48:41 PM	0:12:40	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399744257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Dec, 2025 02:13:04 PM	23 Dec, 2025 02:30:50 PM	23 Dec, 2025 01:39:30 PM	0:09:49	90	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		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 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT 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 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	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
689399836516	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689399836516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	a	24 Dec, 2025 12:47:07 PM	24 Dec, 2025 01:24:35 PM	23 Dec, 2025 09:30:00 PM	0:17:56	60	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		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 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT 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 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689400012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Dec, 2025 09:25:03 PM	26 Dec, 2025 09:49:07 PM	26 Dec, 2025 08:29:40 PM	0:10:57	90	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		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 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT 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 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	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
689399989625	[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 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399989625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Dec, 2025 07:56:15 PM	26 Dec, 2025 08:10:47 PM	26 Dec, 2025 06:39:09 PM	0:15:24	100	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			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 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			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 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			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 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399995657			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Dec, 2025 08:21:43 PM	26 Dec, 2025 08:31:48 PM	26 Dec, 2025 07:12:41 PM	0:07:59	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		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 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT 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 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399976800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Dec, 2025 06:50:47 PM	26 Dec, 2025 07:01:28 PM	26 Dec, 2025 05:39:48 PM	0:12:53	95	External
689399963556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit		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 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	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
689399963556	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT 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 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399963556			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Dec, 2025 05:05:51 PM	26 Dec, 2025 05:18:59 PM	26 Dec, 2025 04:26:24 PM	0:12:53	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	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 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT 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 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399871706			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Dec, 2025 09:09:25 PM	26 Dec, 2025 09:22:24 PM	24 Dec, 2025 03:03:58 PM	0:08:26	95	External
689399959502			CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			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 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			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 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			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 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Quest	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399959502	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399959502			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar	26 Dec, 2025 05:33:59 PM	26 Dec, 2025 05:53:03 PM	26 Dec, 2025 04:14:47 PM	0:13:50	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		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 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT 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 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textar	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
689399929875			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar	26 Dec, 2025 03:58:06 PM	26 Dec, 2025 04:20:21 PM	26 Dec, 2025 01:32:16 PM	0:08:05	85	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer			26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textar	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
687870467256			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar	26 Dec, 2025 09:24:57 PM	26 Dec, 2025 09:37:14 PM	19 Dec, 2025 11:12:26 PM	0:08:10	95	External
689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		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 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400002710	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		Alorica - CT 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 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
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689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
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689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400002710			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 12:53:12 PM	29 Dec, 2025 01:16:09 PM	26 Dec, 2025 07:26:36 PM	0:10:25	90	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		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 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT 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 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
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689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400124208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 06:09:08 PM	29 Dec, 2025 06:26:06 PM	29 Dec, 2025 03:35:06 PM	0:14:45	95	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		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 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT 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 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	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
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689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 05:25:05 PM	29 Dec, 2025 05:26:48 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		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 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT 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 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
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689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
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689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400121476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 06:18:09 PM	29 Dec, 2025 06:23:50 PM	29 Dec, 2025 03:24:30 PM	0:10:57	100	External
689400191686			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 08:50:27 PM	29 Dec, 2025 09:04:02 PM	29 Dec, 2025 06:45:51 PM	0:09:15	100	External
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689400191686			CTE_Credit_Span		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 Dec, 2025 08:50:27 PM	29 Dec, 2025 09:04:02 PM	29 Dec, 2025 06:45:51 PM	0:09:15	100	External
689400191686			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 08:50:27 PM	29 Dec, 2025 09:04:02 PM	29 Dec, 2025 06:45:51 PM	0:09:15	100	External
689400191686			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:50:27 PM	29 Dec, 2025 09:04:02 PM	29 Dec, 2025 06:45:51 PM	0:09:15	100	External
689400191686			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 08:50:27 PM	29 Dec, 2025 09:04:02 PM	29 Dec, 2025 06:45:51 PM	0:09:15	100	External
689400191686			CTE_Credit_Span		Alorica - CT 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 Dec, 2025 08:50:27 PM	29 Dec, 2025 09:04:02 PM	29 Dec, 2025 06:45:51 PM	0:09:15	100	External
689400191686			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 08:50:27 PM	29 Dec, 2025 09:04:02 PM	29 Dec, 2025 06:45:51 PM	0:09:15	100	External
689400191686			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 08:50:27 PM	29 Dec, 2025 09:04:02 PM	29 Dec, 2025 06:45:51 PM	0:09:15	100	External
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689400191686			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 08:50:27 PM	29 Dec, 2025 09:04:02 PM	29 Dec, 2025 06:45:51 PM	0:09:15	100	External
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689400191686			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 08:50:27 PM	29 Dec, 2025 09:04:02 PM	29 Dec, 2025 06:45:51 PM	0:09:15	100	External
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689400191686			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 08:50:27 PM	29 Dec, 2025 09:04:02 PM	29 Dec, 2025 06:45:51 PM	0:09:15	100	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		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 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	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
689400137968	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	[redacted]	29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT 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 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textare		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689400137968			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		29 Dec, 2025 05:26:50 PM	29 Dec, 2025 05:40:50 PM	29 Dec, 2025 03:56:49 PM	0:11:59	95	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textare		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textare		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textare		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399992658			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		29 Dec, 2025 01:30:56 PM	29 Dec, 2025 01:35:17 PM	26 Dec, 2025 06:39:57 PM	0:05:17	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			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		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			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		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			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		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textare		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
689399876801			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		29 Dec, 2025 01:42:05 PM	29 Dec, 2025 01:42:39 PM	24 Dec, 2025 03:44:48 PM	0:06:54	100	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	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
687869815499	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		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 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT 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 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
687869815499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 10:33:01 PM	29 Dec, 2025 10:36:47 PM	15 Dec, 2025 07:15:10 PM	0:04:33	95	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		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 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT 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 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400158106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	g we	29 Dec, 2025 09:04:23 PM	29 Dec, 2025 09:21:20 PM	29 Dec, 2025 06:05:53 PM	0:10:14	85	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		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 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT 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 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400177667	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesn		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400177667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 07:28:30 PM	29 Dec, 2025 07:31:44 PM	29 Dec, 2025 07:04:07 PM	0:09:48	95	External
689400142576			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 08:14:06 PM	29 Dec, 2025 08:23:08 PM	29 Dec, 2025 04:50:10 PM	0:13:48	100	External
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689400142576			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 08:14:06 PM	29 Dec, 2025 08:23:08 PM	29 Dec, 2025 04:50:10 PM	0:13:48	100	External
689400142576			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 08:14:06 PM	29 Dec, 2025 08:23:08 PM	29 Dec, 2025 04:50:10 PM	0:13:48	100	External
689400142576			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 Dec, 2025 08:14:06 PM	29 Dec, 2025 08:23:08 PM	29 Dec, 2025 04:50:10 PM	0:13:48	100	External
689400142576			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 08:14:06 PM	29 Dec, 2025 08:23:08 PM	29 Dec, 2025 04:50:10 PM	0:13:48	100	External
689400142576			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 Dec, 2025 08:14:06 PM	29 Dec, 2025 08:23:08 PM	29 Dec, 2025 04:50:10 PM	0:13:48	100	External
689400142576			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 08:14:06 PM	29 Dec, 2025 08:23:08 PM	29 Dec, 2025 04:50:10 PM	0:13:48	100	External
689400142576			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 Dec, 2025 08:14:06 PM	29 Dec, 2025 08:23:08 PM	29 Dec, 2025 04:50:10 PM	0:13:48	100	External
689400142576			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		29 Dec, 2025 08:14:06 PM	29 Dec, 2025 08:23:08 PM	29 Dec, 2025 04:50:10 PM	0:13:48	100	External
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689400142576			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 08:14:06 PM	29 Dec, 2025 08:23:08 PM	29 Dec, 2025 04:50:10 PM	0:13:48	100	External
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689400142576			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 08:14:06 PM	29 Dec, 2025 08:23:08 PM	29 Dec, 2025 04:50:10 PM	0:13:48	100	External
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689400164533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533			CTE_Credit		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 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533			CTE_Credit		Alorica - CT 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 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
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689400164533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	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
689400164533	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400164533	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	29 Dec, 2025 07:14:00 PM	29 Dec, 2025 07:17:58 PM	29 Dec, 2025 06:31:42 PM	0:08:52	95	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[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 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400036369	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	29 Dec, 2025 01:38:59 PM	29 Dec, 2025 01:55:15 PM	26 Dec, 2025 10:45:11 PM	0:10:03	100	External
689400008726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
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689400008726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
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689400008726	[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]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
689400008726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
689400008726	[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]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
689400008726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
689400008726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
689400008726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	[redacted]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
689400008726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
689400008726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
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689400008726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
689400008726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
689400008726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
689400008726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	29 Dec, 2025 06:50:24 PM	29 Dec, 2025 07:10:25 PM	26 Dec, 2025 07:55:21 PM	0:11:50	95	External
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689400167513	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	29 Dec, 2025 07:59:19 PM	29 Dec, 2025 07:59:53 PM	29 Dec, 2025 06:36:03 PM	0:11:06	100	External
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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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689400167513			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		29 Dec, 2025 07:59:19 PM	29 Dec, 2025 07:59:53 PM	29 Dec, 2025 06:36:03 PM	0:11:06	100	External
689400167513			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 07:59:19 PM	29 Dec, 2025 07:59:53 PM	29 Dec, 2025 06:36:03 PM	0:11:06	100	External
689400167513			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		29 Dec, 2025 07:59:19 PM	29 Dec, 2025 07:59:53 PM	29 Dec, 2025 06:36:03 PM	0:11:06	100	External
689400167513			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 07:59:19 PM	29 Dec, 2025 07:59:53 PM	29 Dec, 2025 06:36:03 PM	0:11:06	100	External
689400167513			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 07:59:19 PM	29 Dec, 2025 07:59:53 PM	29 Dec, 2025 06:36:03 PM	0:11:06	100	External
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689400167513			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 07:59:19 PM	29 Dec, 2025 07:59:53 PM	29 Dec, 2025 06:36:03 PM	0:11:06	100	External
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689400167513			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 07:59:19 PM	29 Dec, 2025 07:59:53 PM	29 Dec, 2025 06:36:03 PM	0:11:06	100	External
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689400192024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 11:08:34 PM	29 Dec, 2025 11:11:14 PM	29 Dec, 2025 07:58:47 PM	0:09:05	100	External
689400192024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 11:08:34 PM	29 Dec, 2025 11:11:14 PM	29 Dec, 2025 07:58:47 PM	0:09:05	100	External
689400192024			CTE_Credit		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 Dec, 2025 11:08:34 PM	29 Dec, 2025 11:11:14 PM	29 Dec, 2025 07:58:47 PM	0:09:05	100	External
689400192024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 11:08:34 PM	29 Dec, 2025 11:11:14 PM	29 Dec, 2025 07:58:47 PM	0:09:05	100	External
689400192024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 11:08:34 PM	29 Dec, 2025 11:11:14 PM	29 Dec, 2025 07:58:47 PM	0:09:05	100	External
689400192024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 11:08:34 PM	29 Dec, 2025 11:11:14 PM	29 Dec, 2025 07:58:47 PM	0:09:05	100	External
689400192024			CTE_Credit		Alorica - CT 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 Dec, 2025 11:08:34 PM	29 Dec, 2025 11:11:14 PM	29 Dec, 2025 07:58:47 PM	0:09:05	100	External
689400192024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 11:08:34 PM	29 Dec, 2025 11:11:14 PM	29 Dec, 2025 07:58:47 PM	0:09:05	100	External
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689400192024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 11:08:34 PM	29 Dec, 2025 11:11:14 PM	29 Dec, 2025 07:58:47 PM	0:09:05	100	External
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689400192024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 11:08:34 PM	29 Dec, 2025 11:11:14 PM	29 Dec, 2025 07:58:47 PM	0:09:05	100	External
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689400192024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 11:08:34 PM	29 Dec, 2025 11:11:14 PM	29 Dec, 2025 07:58:47 PM	0:09:05	100	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		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 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT 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 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	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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689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
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689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400143865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 08:01:44 PM	29 Dec, 2025 08:20:04 PM	29 Dec, 2025 04:55:31 PM	0:24:49	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689400133302			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 05:01:12 PM	29 Dec, 2025 05:34:04 PM	29 Dec, 2025 04:18:19 PM	0:08:27	85	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			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		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			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		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			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		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesn		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689399760811			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 12:40:25 PM	29 Dec, 2025 12:41:23 PM	23 Dec, 2025 03:21:13 PM	0:11:42	95	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		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 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400106692	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT 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 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400106692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 07:48:51 PM	29 Dec, 2025 07:53:32 PM	29 Dec, 2025 02:43:48 PM	0:07:58	100	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		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 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT 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 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400120724			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 08:35:22 PM	29 Dec, 2025 08:46:24 PM	29 Dec, 2025 02:57:42 PM	0:09:21	95	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		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 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT 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 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	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
689400173185	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400173185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 09:32:55 PM	29 Dec, 2025 09:38:13 PM	29 Dec, 2025 06:38:46 PM	0:12:29	85	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		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 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT 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 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400114783			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 09:44:55 PM	29 Dec, 2025 09:50:00 PM	29 Dec, 2025 03:16:43 PM	0:09:24	80	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		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 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT 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 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
689400190014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 09:19:09 PM	29 Dec, 2025 09:25:14 PM	29 Dec, 2025 07:55:06 PM	0:15:23	95	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	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
687870180247	[redacted]	[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]	29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			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		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			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		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
687870180247			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 11:39:56 PM	29 Dec, 2025 11:41:30 PM	18 Dec, 2025 03:21:34 PM	0:04:47	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		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 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
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689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT 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 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689399986518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 11:43:28 PM	29 Dec, 2025 11:45:56 PM	26 Dec, 2025 06:19:50 PM	0:04:49	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		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 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT 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 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689400099093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 06:35:42 PM	29 Dec, 2025 06:44:31 PM	29 Dec, 2025 01:47:56 PM	0:09:17	100	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		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 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT 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 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
689399982366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 04:27:12 PM	29 Dec, 2025 04:35:51 PM	26 Dec, 2025 05:51:41 PM	0:12:09	95	External
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689399972076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689399972076			CTE_Credit		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 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689399972076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689399972076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689399972076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689399972076			CTE_Credit		Alorica - CT 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 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689399972076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689399972076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689399972076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689399972076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
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689399972076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689399972076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689399972076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689399972076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	at	29 Dec, 2025 01:17:35 PM	29 Dec, 2025 01:29:01 PM	26 Dec, 2025 05:08:03 PM	0:18:00	95	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			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 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	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
689400163059	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			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 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			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 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
689400163059			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 08:23:13 PM	29 Dec, 2025 08:56:57 PM	29 Dec, 2025 06:06:19 PM	0:15:58	80	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		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 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT 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 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT 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 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yes		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
687868944631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 11:22:17 PM	29 Dec, 2025 11:23:59 PM	08 Dec, 2025 01:25:49 PM	0:04:19	100	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		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 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT 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 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
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689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	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
689399973532	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689399973532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 12:33:55 PM	29 Dec, 2025 12:49:36 PM	26 Dec, 2025 05:14:20 PM	0:19:01	80	External
689400152432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 07:39:41 PM	29 Dec, 2025 07:55:27 PM	29 Dec, 2025 05:35:16 PM	0:14:54	95	External
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689400152432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 07:39:41 PM	29 Dec, 2025 07:55:27 PM	29 Dec, 2025 05:35:16 PM	0:14:54	95	External
689400152432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 07:39:41 PM	29 Dec, 2025 07:55:27 PM	29 Dec, 2025 05:35:16 PM	0:14:54	95	External
689400152432			CTE_Credit		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 Dec, 2025 07:39:41 PM	29 Dec, 2025 07:55:27 PM	29 Dec, 2025 05:35:16 PM	0:14:54	95	External
689400152432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 07:39:41 PM	29 Dec, 2025 07:55:27 PM	29 Dec, 2025 05:35:16 PM	0:14:54	95	External
689400152432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:39:41 PM	29 Dec, 2025 07:55:27 PM	29 Dec, 2025 05:35:16 PM	0:14:54	95	External
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689400152432			CTE_Credit		Alorica - CT 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 Dec, 2025 07:39:41 PM	29 Dec, 2025 07:55:27 PM	29 Dec, 2025 05:35:16 PM	0:14:54	95	External
689400152432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 07:39:41 PM	29 Dec, 2025 07:55:27 PM	29 Dec, 2025 05:35:16 PM	0:14:54	95	External
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689400152432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 07:39:41 PM	29 Dec, 2025 07:55:27 PM	29 Dec, 2025 05:35:16 PM	0:14:54	95	External
689400152432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 07:39:41 PM	29 Dec, 2025 07:55:27 PM	29 Dec, 2025 05:35:16 PM	0:14:54	95	External
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689400152432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 07:39:41 PM	29 Dec, 2025 07:55:27 PM	29 Dec, 2025 05:35:16 PM	0:14:54	95	External
689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		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 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		Alorica - CT 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 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
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689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
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689400010684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 07:36:28 PM	29 Dec, 2025 07:43:09 PM	26 Dec, 2025 08:20:59 PM	0:10:31	100	External
689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		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 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	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
689400025189	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		Alorica - CT 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 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
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689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400025189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Dec, 2025 01:47:44 PM	29 Dec, 2025 02:26:32 PM	26 Dec, 2025 09:21:07 PM	0:13:23	100	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		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 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	te	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT 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 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesn	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400032727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Dec, 2025 06:50:25 PM	29 Dec, 2025 06:58:47 PM	26 Dec, 2025 10:25:14 PM	0:09:12	85	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		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 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT 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 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 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
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400118703			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 04:04:35 PM	29 Dec, 2025 04:07:34 PM	29 Dec, 2025 03:14:29 PM	0:10:03	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		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 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT 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 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400188123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 09:03:01 PM	29 Dec, 2025 09:18:37 PM	29 Dec, 2025 07:51:51 PM	0:13:15	100	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			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 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			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 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			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 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400205114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 11:12:21 PM	29 Dec, 2025 11:23:44 PM	29 Dec, 2025 08:31:54 PM	0:11:12	70	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			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 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			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 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			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 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			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 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			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 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400136080			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 07:42:04 PM	29 Dec, 2025 07:53:13 PM	29 Dec, 2025 03:46:51 PM	0:10:58	100	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		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 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT 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 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400160133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 09:55:27 PM	29 Dec, 2025 10:23:27 PM	29 Dec, 2025 05:53:39 PM	0:12:19	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		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 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT 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 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	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
689400029226	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400029226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 09:45:43 PM	29 Dec, 2025 09:52:11 PM	26 Dec, 2025 09:45:12 PM	0:10:50	90	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			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 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			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 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			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 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400167131			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 08:01:30 PM	29 Dec, 2025 08:18:26 PM	29 Dec, 2025 06:14:54 PM	0:10:06	100	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		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 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT 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 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
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689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
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689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400217987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 10:10:42 PM	29 Dec, 2025 10:14:05 PM	29 Dec, 2025 09:13:35 PM	0:06:50	85	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	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
689400144046	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		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 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT 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 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400144046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 06:52:09 PM	29 Dec, 2025 07:01:33 PM	29 Dec, 2025 04:57:49 PM	0:11:25	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		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 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT 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 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400213226			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 09:52:47 PM	29 Dec, 2025 09:57:02 PM	29 Dec, 2025 08:58:42 PM	0:12:46	95	External
689400176587			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			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		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			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		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			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		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External

Master Contact	Agent Name	Team	Skill	orm Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400176587	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689400176587			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 07:52:08 PM	29 Dec, 2025 07:53:03 PM	29 Dec, 2025 07:03:42 PM	0:15:41	100	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689399846394			CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 09:43:55 PM	29 Dec, 2025 09:52:20 PM	23 Dec, 2025 10:26:09 PM	0:10:09	95	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400019103			CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 01:32:16 PM	29 Dec, 2025 01:34:34 PM	26 Dec, 2025 09:08:34 PM	0:04:26	100	External
689400165582			CTE_Credit_Span	lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span	lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span	lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400165582	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		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 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT 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 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400165582			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 06:02:08 PM	29 Dec, 2025 06:50:07 PM	29 Dec, 2025 05:21:43 PM	0:10:59	100	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			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 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			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 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			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 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
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689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400182197			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 09:08:49 PM	29 Dec, 2025 09:39:24 PM	29 Dec, 2025 07:20:58 PM	0:08:44	80	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		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 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT 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 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400213557	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689400213557			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Dec, 2025 09:32:07 PM	29 Dec, 2025 09:54:08 PM	29 Dec, 2025 09:00:51 PM	0:19:25	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		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 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT 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 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
689399589702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Dec, 2025 11:14:41 PM	29 Dec, 2025 11:16:02 PM	22 Dec, 2025 01:13:48 PM	0:04:04	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		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 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT 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 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
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687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
687869963091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Dec, 2025 10:48:40 PM	29 Dec, 2025 10:50:56 PM	16 Dec, 2025 07:08:14 PM	0:04:09	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	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
689400140167	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			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 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			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 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			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 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400140167			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 10:45:52 PM	29 Dec, 2025 10:48:15 PM	29 Dec, 2025 04:42:26 PM	0:04:06	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		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 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT 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 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
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689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400196434			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Dec, 2025 10:25:20 PM	29 Dec, 2025 10:45:25 PM	29 Dec, 2025 08:11:26 PM	0:11:18	100	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		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 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT 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 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 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
689400120410	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	[redacted]	30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400120410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 08:29:52 PM	30 Dec, 2025 08:38:53 PM	29 Dec, 2025 03:20:01 PM	0:11:05	95	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 02:07:02 PM	30 Dec, 2025 04:08:33 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400168882			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 02:07:19 PM	30 Dec, 2025 02:08:03 PM	29 Dec, 2025 06:44:37 PM	0:13:22	100	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			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 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			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 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			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 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	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
689400297064	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400297064			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Dec, 2025 04:32:21 PM	30 Dec, 2025 04:42:00 PM	30 Dec, 2025 02:48:35 PM	0:10:23	85	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		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 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT 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 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400238904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Dec, 2025 03:43:56 PM	30 Dec, 2025 03:59:29 PM	29 Dec, 2025 10:42:36 PM	0:21:35	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		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 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT 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 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400132544			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Dec, 2025 12:37:17 PM	30 Dec, 2025 01:01:43 PM	29 Dec, 2025 03:35:54 PM	0:13:12	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	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
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400358019			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 09:04:50 PM	30 Dec, 2025 09:09:42 PM	30 Dec, 2025 07:17:20 PM	0:04:42	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400382449			CTE_Res_Default		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 09:13:06 PM	30 Dec, 2025 09:16:38 PM	30 Dec, 2025 08:31:34 PM	0:04:06	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		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 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT 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 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400216957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 05:13:57 PM	30 Dec, 2025 05:35:00 PM	29 Dec, 2025 09:14:37 PM	0:13:13	100	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		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 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT 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 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	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
689400286492	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400286492			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 08:55:16 PM	30 Dec, 2025 09:25:11 PM	30 Dec, 2025 02:31:39 PM	0:10:49	95	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			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 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			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 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			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 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400331233			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 06:33:48 PM	30 Dec, 2025 06:44:11 PM	30 Dec, 2025 05:06:09 PM	0:09:57	80	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400354145			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 09:54:37 PM	30 Dec, 2025 10:02:38 PM	30 Dec, 2025 07:06:31 PM	0:04:56	95	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			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		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			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		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			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		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	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
689400341271	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization			[redacted]	30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400341271			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 07:54:15 PM	30 Dec, 2025 08:04:06 PM	30 Dec, 2025 05:50:45 PM	0:13:38	75	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		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 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT 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 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400373376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 09:50:50 PM	30 Dec, 2025 10:05:38 PM	30 Dec, 2025 07:57:50 PM	0:12:11	100	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		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 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT 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 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400256118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 01:28:05 PM	30 Dec, 2025 02:25:39 PM	29 Dec, 2025 10:54:08 PM	0:10:22	95	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	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
689400279150	[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 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		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 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT 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 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400279150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 03:34:32 PM	30 Dec, 2025 03:42:05 PM	30 Dec, 2025 01:25:15 PM	0:12:32	75	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		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 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT 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 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400281849			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 10:19:06 PM	30 Dec, 2025 10:26:37 PM	30 Dec, 2025 01:41:23 PM	0:06:43	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		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 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	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
689400304081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesnc	[redacted]	30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesnc		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesnc		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesnc		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesnc		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesnc		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textar		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesnc		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesnc		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesnc		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400304081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		30 Dec, 2025 05:39:55 PM	30 Dec, 2025 05:52:57 PM	30 Dec, 2025 03:13:16 PM	0:12:54	95	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textar		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesnc		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400291433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		30 Dec, 2025 10:08:24 PM	30 Dec, 2025 10:26:00 PM	30 Dec, 2025 02:29:50 PM	0:16:54	100	External
689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesnc		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesnc		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesnc		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesnc		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesnc		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesnc		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesnc		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesnc		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesnc		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
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689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textar		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
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689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesnc		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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689400343449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 06:46:54 PM	30 Dec, 2025 06:48:04 PM	30 Dec, 2025 05:56:16 PM	0:10:06	95	External
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689400212779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 04:17:27 PM	30 Dec, 2025 04:20:54 PM	29 Dec, 2025 09:03:53 PM	0:11:23	100	External
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689400212779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 04:17:27 PM	30 Dec, 2025 04:20:54 PM	29 Dec, 2025 09:03:53 PM	0:11:23	100	External
689400212779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:17:27 PM	30 Dec, 2025 04:20:54 PM	29 Dec, 2025 09:03:53 PM	0:11:23	100	External
689400212779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 04:17:27 PM	30 Dec, 2025 04:20:54 PM	29 Dec, 2025 09:03:53 PM	0:11:23	100	External
689400212779			CTE_Credit		Alorica - CT 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 Dec, 2025 04:17:27 PM	30 Dec, 2025 04:20:54 PM	29 Dec, 2025 09:03:53 PM	0:11:23	100	External
689400212779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 04:17:27 PM	30 Dec, 2025 04:20:54 PM	29 Dec, 2025 09:03:53 PM	0:11:23	100	External
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689400212779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 04:17:27 PM	30 Dec, 2025 04:20:54 PM	29 Dec, 2025 09:03:53 PM	0:11:23	100	External
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689400212779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 04:17:27 PM	30 Dec, 2025 04:20:54 PM	29 Dec, 2025 09:03:53 PM	0:11:23	100	External
689400212779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 04:17:27 PM	30 Dec, 2025 04:20:54 PM	29 Dec, 2025 09:03:53 PM	0:11:23	100	External
689400212779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 04:17:27 PM	30 Dec, 2025 04:20:54 PM	29 Dec, 2025 09:03:53 PM	0:11:23	100	External
689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			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		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			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		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			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		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
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689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
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689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400230919			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 01:48:04 PM	30 Dec, 2025 02:32:42 PM	29 Dec, 2025 08:51:56 PM	0:09:34	100	External
689400151944			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 07:29:49 PM	30 Dec, 2025 07:30:19 PM	29 Dec, 2025 05:51:57 PM	0:09:51	100	External
689400151944			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 07:29:49 PM	30 Dec, 2025 07:30:19 PM	29 Dec, 2025 05:51:57 PM	0:09:51	100	External
689400151944			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 07:29:49 PM	30 Dec, 2025 07:30:19 PM	29 Dec, 2025 05:51:57 PM	0:09:51	100	External
689400151944			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 07:29:49 PM	30 Dec, 2025 07:30:19 PM	29 Dec, 2025 05:51:57 PM	0:09:51	100	External
689400151944			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Dec, 2025 07:29:49 PM	30 Dec, 2025 07:30:19 PM	29 Dec, 2025 05:51:57 PM	0:09:51	100	External
689400151944			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 07:29:49 PM	30 Dec, 2025 07:30:19 PM	29 Dec, 2025 05:51:57 PM	0:09:51	100	External
689400151944			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Dec, 2025 07:29:49 PM	30 Dec, 2025 07:30:19 PM	29 Dec, 2025 05:51:57 PM	0:09:51	100	External
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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689400151944			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 07:29:49 PM	30 Dec, 2025 07:30:19 PM	29 Dec, 2025 05:51:57 PM	0:09:51	100	External
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689400151944			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 07:29:49 PM	30 Dec, 2025 07:30:19 PM	29 Dec, 2025 05:51:57 PM	0:09:51	100	External
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689400151944			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 07:29:49 PM	30 Dec, 2025 07:30:19 PM	29 Dec, 2025 05:51:57 PM	0:09:51	100	External
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689400151944			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 07:29:49 PM	30 Dec, 2025 07:30:19 PM	29 Dec, 2025 05:51:57 PM	0:09:51	100	External
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689400326551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 06:15:24 PM	30 Dec, 2025 06:30:59 PM	30 Dec, 2025 04:46:50 PM	0:09:58	95	External
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689400326551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:15:24 PM	30 Dec, 2025 06:30:59 PM	30 Dec, 2025 04:46:50 PM	0:09:58	95	External
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689400326551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 06:15:24 PM	30 Dec, 2025 06:30:59 PM	30 Dec, 2025 04:46:50 PM	0:09:58	95	External
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689400326551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 06:15:24 PM	30 Dec, 2025 06:30:59 PM	30 Dec, 2025 04:46:50 PM	0:09:58	95	External
689400326551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 06:15:24 PM	30 Dec, 2025 06:30:59 PM	30 Dec, 2025 04:46:50 PM	0:09:58	95	External
689400326551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 06:15:24 PM	30 Dec, 2025 06:30:59 PM	30 Dec, 2025 04:46:50 PM	0:09:58	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		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 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT 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 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesn		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	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
689400301874	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
689400301874			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 06:02:11 PM	30 Dec, 2025 06:31:41 PM	30 Dec, 2025 03:05:46 PM	0:13:26	95	External
687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		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 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
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687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		Alorica - CT 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 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
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687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
687869581427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 10:50:31 PM	30 Dec, 2025 10:54:57 PM	12 Dec, 2025 04:37:10 PM	0:04:34	95	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			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		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			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		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			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		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689399875803			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 10:58:15 PM	30 Dec, 2025 10:59:44 PM	24 Dec, 2025 03:23:38 PM	0:05:04	90	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			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 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			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 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400283297			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 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400283297			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 03:53:45 PM	30 Dec, 2025 04:01:58 PM	30 Dec, 2025 01:45:58 PM	0:08:12	95	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
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689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			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 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			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 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			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 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400197370			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 02:32:55 PM	30 Dec, 2025 02:41:13 PM	29 Dec, 2025 08:11:43 PM	0:08:13	85	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		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 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT 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 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
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689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	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
689400221866	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
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689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 05:10:16 PM	30 Dec, 2025 05:15:48 PM	29 Dec, 2025 09:22:15 PM	0:11:19	75	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
689400221866			CTE_Credit		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 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
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689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
689400221866			CTE_Credit		Alorica - CT 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 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
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689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
689400221866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 06:05:43 PM	30 Dec, 2025 06:15:04 PM	29 Dec, 2025 09:22:15 PM	0:11:19	85	External
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689400233947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 11:37:08 AM	30 Dec, 2025 11:47:08 AM	29 Dec, 2025 10:28:47 PM	0:10:09	95	External
689400233947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 11:37:08 AM	30 Dec, 2025 11:47:08 AM	29 Dec, 2025 10:28:47 PM	0:10:09	95	External
689400233947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 11:37:08 AM	30 Dec, 2025 11:47:08 AM	29 Dec, 2025 10:28:47 PM	0:10:09	95	External
689400233947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 11:37:08 AM	30 Dec, 2025 11:47:08 AM	29 Dec, 2025 10:28:47 PM	0:10:09	95	External
689400233947			CTE_Credit		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 Dec, 2025 11:37:08 AM	30 Dec, 2025 11:47:08 AM	29 Dec, 2025 10:28:47 PM	0:10:09	95	External
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689400233947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 11:37:08 AM	30 Dec, 2025 11:47:08 AM	29 Dec, 2025 10:28:47 PM	0:10:09	95	External
689400233947			CTE_Credit		Alorica - CT 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 Dec, 2025 11:37:08 AM	30 Dec, 2025 11:47:08 AM	29 Dec, 2025 10:28:47 PM	0:10:09	95	External
689400233947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 11:37:08 AM	30 Dec, 2025 11:47:08 AM	29 Dec, 2025 10:28:47 PM	0:10:09	95	External
689400233947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 11:37:08 AM	30 Dec, 2025 11:47:08 AM	29 Dec, 2025 10:28:47 PM	0:10:09	95	External
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689400233947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 11:37:08 AM	30 Dec, 2025 11:47:08 AM	29 Dec, 2025 10:28:47 PM	0:10:09	95	External
689400233947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 11:37:08 AM	30 Dec, 2025 11:47:08 AM	29 Dec, 2025 10:28:47 PM	0:10:09	95	External
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689400322571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 05:58:24 PM	30 Dec, 2025 06:03:52 PM	30 Dec, 2025 04:36:00 PM	0:07:38	100	External
689400322571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 05:58:24 PM	30 Dec, 2025 06:03:52 PM	30 Dec, 2025 04:36:00 PM	0:07:38	100	External
689400322571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 05:58:24 PM	30 Dec, 2025 06:03:52 PM	30 Dec, 2025 04:36:00 PM	0:07:38	100	External
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400322571	[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 Dec, 2025 05:58:24 PM	30 Dec, 2025 06:03:52 PM	30 Dec, 2025 04:36:00 PM	0:07:38	100	External
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689400322571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 05:58:24 PM	30 Dec, 2025 06:03:52 PM	30 Dec, 2025 04:36:00 PM	0:07:38	100	External
689400322571			CTE_Credit		Alorica - CT 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 Dec, 2025 05:58:24 PM	30 Dec, 2025 06:03:52 PM	30 Dec, 2025 04:36:00 PM	0:07:38	100	External
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689400322571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 05:58:24 PM	30 Dec, 2025 06:03:52 PM	30 Dec, 2025 04:36:00 PM	0:07:38	100	External
689400322571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 05:58:24 PM	30 Dec, 2025 06:03:52 PM	30 Dec, 2025 04:36:00 PM	0:07:38	100	External
689400322571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 05:58:24 PM	30 Dec, 2025 06:03:52 PM	30 Dec, 2025 04:36:00 PM	0:07:38	100	External
689400322571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 05:58:24 PM	30 Dec, 2025 06:03:52 PM	30 Dec, 2025 04:36:00 PM	0:07:38	100	External
689400322571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 05:58:24 PM	30 Dec, 2025 06:03:52 PM	30 Dec, 2025 04:36:00 PM	0:07:38	100	External
689400322571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 05:58:24 PM	30 Dec, 2025 06:03:52 PM	30 Dec, 2025 04:36:00 PM	0:07:38	100	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400336567			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 07:01:29 PM	30 Dec, 2025 07:05:59 PM	30 Dec, 2025 06:04:18 PM	0:09:23	80	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		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 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT 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 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400229962			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 05:53:43 PM	30 Dec, 2025 06:25:27 PM	29 Dec, 2025 08:49:15 PM	0:10:33	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400154371	[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]	30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400154371			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 01:26:30 PM	30 Dec, 2025 01:27:02 PM	29 Dec, 2025 05:39:50 PM	0:09:17	100	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		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 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT 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 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290486			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 03:39:32 PM	30 Dec, 2025 03:53:09 PM	30 Dec, 2025 02:17:13 PM	0:09:49	85	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			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		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			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		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			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		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400290734	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400290734			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 08:03:37 PM	30 Dec, 2025 08:23:15 PM	30 Dec, 2025 02:33:04 PM	0:16:12	95	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		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 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT 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 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
689400320985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 07:08:20 PM	30 Dec, 2025 07:56:05 PM	30 Dec, 2025 04:29:50 PM	0:14:24	80	External
										S. Refer to						
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			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		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			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		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			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		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 10:28:35 PM	30 Dec, 2025 10:37:18 PM	30 Dec, 2025 09:09:12 PM	0:10:35	95	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	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
689400314196	[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 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		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 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT 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 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
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689400314196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 04:59:16 PM	30 Dec, 2025 05:36:53 PM	30 Dec, 2025 03:49:22 PM	0:11:51	85	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		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 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT 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 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
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689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400317343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ll	30 Dec, 2025 06:10:43 PM	30 Dec, 2025 06:23:34 PM	30 Dec, 2025 04:20:24 PM	0:13:25	80	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		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 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT 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 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 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
689400383964	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400383964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 09:40:41 PM	30 Dec, 2025 09:45:01 PM	30 Dec, 2025 08:42:12 PM	0:10:00	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			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		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			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		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			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		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400377612			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 09:14:04 PM	30 Dec, 2025 09:19:37 PM	30 Dec, 2025 08:08:08 PM	0:11:23	100	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		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 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT 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 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	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
689400366776	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400366776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 09:30:08 PM	30 Dec, 2025 09:46:40 PM	30 Dec, 2025 07:39:04 PM	0:07:00	65	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		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 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT 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 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400328472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 06:22:50 PM	30 Dec, 2025 06:29:46 PM	30 Dec, 2025 04:57:53 PM	0:17:28	95	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		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 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT 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 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689400253155			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 12:16:26 PM	30 Dec, 2025 12:36:28 PM	29 Dec, 2025 10:21:04 PM	0:11:14	90	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 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
689399971474	[redacted]	[redacted]	CTE_Res_Payment_Span	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399971474			CTE_Res_Payment_Span		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 11:52:21 AM	30 Dec, 2025 12:03:15 PM	26 Dec, 2025 05:00:33 PM	0:10:55	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		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 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT 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 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689399865327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 10:44:25 PM	30 Dec, 2025 10:54:16 PM	24 Dec, 2025 02:08:08 PM	0:07:24	100	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			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 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			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 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			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 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400286300			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 02:43:53 PM	30 Dec, 2025 02:49:41 PM	30 Dec, 2025 02:02:51 PM	0:10:10	80	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400405972	[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 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		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 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT 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 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	y		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400405972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 10:39:23 PM	30 Dec, 2025 10:52:27 PM	30 Dec, 2025 09:37:53 PM	0:12:50	100	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		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 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT 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 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	r	30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400304207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Dec, 2025 04:19:50 PM	30 Dec, 2025 04:31:52 PM	30 Dec, 2025 03:12:44 PM	0:08:35	90	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		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 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT 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 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	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
689400287404	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	[redacted]	30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400287404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ls:	30 Dec, 2025 02:58:58 PM	30 Dec, 2025 03:10:54 PM	30 Dec, 2025 02:07:02 PM	0:11:26	80	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400172896			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Dec, 2025 08:46:07 PM	30 Dec, 2025 08:54:18 PM	29 Dec, 2025 06:58:18 PM	0:08:36	100	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		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 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT 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 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400412364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 03:49:57 PM	31 Dec, 2025 04:05:24 PM	30 Dec, 2025 10:27:05 PM	0:09:35	75	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	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
689400513478	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	[redacted]	31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400513478			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 08:27:22 PM	31 Dec, 2025 08:31:04 PM	31 Dec, 2025 07:33:45 PM	0:03:38	95	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		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 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT 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 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400300450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 01:31:52 PM	31 Dec, 2025 01:39:54 PM	30 Dec, 2025 03:27:03 PM	0:15:52	90	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		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 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT 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 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400418733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 10:10:45 PM	31 Dec, 2025 10:17:16 PM	30 Dec, 2025 11:04:55 PM	0:12:45	95	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	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
689400492955	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	[redacted]	31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400492955			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 08:40:43 PM	31 Dec, 2025 08:46:13 PM	31 Dec, 2025 05:57:11 PM	0:05:17	80	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400006034			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 02:02:50 PM	31 Dec, 2025 02:27:58 PM	26 Dec, 2025 07:59:23 PM	0:10:33	100	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400446187			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 05:18:50 PM	31 Dec, 2025 05:25:20 PM	31 Dec, 2025 02:18:47 PM	0:08:51	85	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		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 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT 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 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	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
689400322575	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400322575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ss	31 Dec, 2025 02:33:57 PM	31 Dec, 2025 02:37:03 PM	30 Dec, 2025 04:36:39 PM	0:10:29	95	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		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 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT 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 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400464817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 04:03:53 PM	31 Dec, 2025 04:05:16 PM	31 Dec, 2025 03:28:56 PM	0:04:49	90	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		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 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT 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 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400293477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 02:06:56 PM	31 Dec, 2025 02:15:41 PM	30 Dec, 2025 02:39:29 PM	0:12:08	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400459334	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			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 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			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 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
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689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400459334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 08:52:03 PM	31 Dec, 2025 09:02:20 PM	31 Dec, 2025 03:07:01 PM	0:15:09	100	External
689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
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689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
689400481992			CTE_Credit		Alorica - CT 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 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
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689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
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689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
689400481992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 05:23:13 PM	31 Dec, 2025 05:28:55 PM	31 Dec, 2025 04:46:33 PM	0:11:19	100	External
689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
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689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
689400450249			CTE_Credit		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 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
689400450249			CTE_Credit		Alorica - CT 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 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
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689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	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
689400450249	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	[redacted]	31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
689400450249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 02:57:19 PM	31 Dec, 2025 03:14:12 PM	31 Dec, 2025 02:35:17 PM	0:16:47	95	External
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689400114295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 12:12:53 PM	31 Dec, 2025 12:13:24 PM	29 Dec, 2025 03:00:43 PM	0:12:29	100	External
689400114295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 12:12:53 PM	31 Dec, 2025 12:13:24 PM	29 Dec, 2025 03:00:43 PM	0:12:29	100	External
689400114295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 12:12:53 PM	31 Dec, 2025 12:13:24 PM	29 Dec, 2025 03:00:43 PM	0:12:29	100	External
689400114295			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 Dec, 2025 12:12:53 PM	31 Dec, 2025 12:13:24 PM	29 Dec, 2025 03:00:43 PM	0:12:29	100	External
689400114295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 12:12:53 PM	31 Dec, 2025 12:13:24 PM	29 Dec, 2025 03:00:43 PM	0:12:29	100	External
689400114295			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 Dec, 2025 12:12:53 PM	31 Dec, 2025 12:13:24 PM	29 Dec, 2025 03:00:43 PM	0:12:29	100	External
689400114295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 12:12:53 PM	31 Dec, 2025 12:13:24 PM	29 Dec, 2025 03:00:43 PM	0:12:29	100	External
689400114295			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 Dec, 2025 12:12:53 PM	31 Dec, 2025 12:13:24 PM	29 Dec, 2025 03:00:43 PM	0:12:29	100	External
689400114295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 12:12:53 PM	31 Dec, 2025 12:13:24 PM	29 Dec, 2025 03:00:43 PM	0:12:29	100	External
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689400114295			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 12:12:53 PM	31 Dec, 2025 12:13:24 PM	29 Dec, 2025 03:00:43 PM	0:12:29	100	External
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689399800754			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 06:15:43 PM	31 Dec, 2025 06:22:33 PM	23 Dec, 2025 06:11:10 PM	0:09:39	95	External
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689399800754			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 06:15:43 PM	31 Dec, 2025 06:22:33 PM	23 Dec, 2025 06:11:10 PM	0:09:39	95	External
689399800754			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 Dec, 2025 06:15:43 PM	31 Dec, 2025 06:22:33 PM	23 Dec, 2025 06:11:10 PM	0:09:39	95	External
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689399800754			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 Dec, 2025 06:15:43 PM	31 Dec, 2025 06:22:33 PM	23 Dec, 2025 06:11:10 PM	0:09:39	95	External
689399800754			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 06:15:43 PM	31 Dec, 2025 06:22:33 PM	23 Dec, 2025 06:11:10 PM	0:09:39	95	External
689399800754			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 06:15:43 PM	31 Dec, 2025 06:22:33 PM	23 Dec, 2025 06:11:10 PM	0:09:39	95	External
689399800754			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 06:15:43 PM	31 Dec, 2025 06:22:33 PM	23 Dec, 2025 06:11:10 PM	0:09:39	95	External
689399800754			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 06:15:43 PM	31 Dec, 2025 06:22:33 PM	23 Dec, 2025 06:11:10 PM	0:09:39	95	External
689399800754			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 06:15:43 PM	31 Dec, 2025 06:22:33 PM	23 Dec, 2025 06:11:10 PM	0:09:39	95	External
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689399800754			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 06:15:43 PM	31 Dec, 2025 06:22:33 PM	23 Dec, 2025 06:11:10 PM	0:09:39	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 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
689400293579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		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 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT 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 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400293579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 02:14:19 PM	31 Dec, 2025 02:25:40 PM	30 Dec, 2025 02:39:55 PM	0:11:05	95	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400413354			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 01:26:19 PM	31 Dec, 2025 01:26:47 PM	30 Dec, 2025 10:43:31 PM	0:08:25	100	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
689400447585			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 04:28:32 PM	31 Dec, 2025 04:47:38 PM	31 Dec, 2025 02:30:11 PM	0:10:22	85	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			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		31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			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		31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870363332	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			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	31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
687870363332			CTE_Res_Moving		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	31 Dec, 2025 08:09:25 PM	31 Dec, 2025 08:18:05 PM	19 Dec, 2025 06:13:27 PM	0:06:53	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			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 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			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 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			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 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400393114			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	31 Dec, 2025 06:52:04 PM	31 Dec, 2025 06:59:24 PM	30 Dec, 2025 08:56:46 PM	0:08:27	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		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 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT 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 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesn	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400027862	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400027862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 03:35:50 PM	31 Dec, 2025 03:36:17 PM	26 Dec, 2025 09:46:26 PM	0:07:41	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			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		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			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		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			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		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400396788			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 06:03:47 PM	31 Dec, 2025 06:17:04 PM	30 Dec, 2025 09:09:12 PM	0:10:35	100	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		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 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT 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 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400301240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 03:24:49 PM	31 Dec, 2025 03:26:40 PM	30 Dec, 2025 03:33:57 PM	0:12:26	85	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			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		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400459153	[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]	31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			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		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400459153			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 04:19:10 PM	31 Dec, 2025 04:31:22 PM	31 Dec, 2025 03:05:43 PM	0:11:31	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400326201			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 04:07:25 PM	31 Dec, 2025 04:11:53 PM	30 Dec, 2025 04:48:43 PM	0:06:28	100	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		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 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT 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 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400540459			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 11:36:04 PM	31 Dec, 2025 11:42:01 PM	31 Dec, 2025 09:32:51 PM	0:14:01	95	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	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
689400375785	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	[redacted]	31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400375785			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 01:43:32 PM	31 Dec, 2025 01:53:48 PM	30 Dec, 2025 08:14:19 PM	0:06:19	90	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		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 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT 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 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400340345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 02:08:22 PM	31 Dec, 2025 02:10:41 PM	30 Dec, 2025 05:07:35 PM	0:08:28	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		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 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT 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 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400373450			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 02:34:20 PM	31 Dec, 2025 03:09:17 PM	30 Dec, 2025 07:56:16 PM	0:08:49	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400389658	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			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 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			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 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			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 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400389658			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 07:00:04 PM	31 Dec, 2025 07:07:25 PM	30 Dec, 2025 08:41:57 PM	0:08:16	95	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400362423			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 08:20:52 PM	31 Dec, 2025 08:25:09 PM	30 Dec, 2025 07:26:29 PM	0:04:28	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		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 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT 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 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	100	External
689400352581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 02:34:24 PM	31 Dec, 2025 02:52:52 PM	30 Dec, 2025 07:04:11 PM	0:14:49	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
689400416687	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		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 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT 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 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400416687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 11:52:06 AM	31 Dec, 2025 12:20:30 PM	30 Dec, 2025 10:57:22 PM	0:15:27	85	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		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 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT 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 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400398540			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 12:29:31 PM	31 Dec, 2025 12:40:59 PM	30 Dec, 2025 09:12:13 PM	0:11:20	100	External
689400293511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
689400293511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
689400293511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
689400293511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
689400293511			CTE_Credit		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 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
689400293511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
689400293511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
689400293511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
689400293511			CTE_Credit		Alorica - CT 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 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
689400293511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6894002935	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
6894002935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
6894002935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
6894002935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
6894002935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
6894002935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
6894002935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
6894002935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
6894002935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 01:01:10 PM	31 Dec, 2025 01:03:10 PM	30 Dec, 2025 03:04:11 PM	0:20:32	90	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		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 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT 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 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.6	yesno		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.7	yesno		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.8	textarea		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 Dec, 2025 02:46:32 PM	31 Dec, 2025 04:27:52 PM	31 Dec, 2025 02:00:27 PM	0:11:49	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6894004812			CTE_Res_Moving		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 Dec, 2025 05:28:58 PM	31 Dec, 2025 05:39:31 PM	31 Dec, 2025 05:04:56 PM	0:07:16	100	External
6789969043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
6789969043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
6789969043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
6789969043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
6789969043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
6789969043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
6789969043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
6789969043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	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
678996904390	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
678996904390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
678996904390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
678996904390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
678996904390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
678996904390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
678996904390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
678996904390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
678996904390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
678996904390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
678996904390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External
678996904390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Aug, 2025 02:03:47 PM	12 Aug, 2025 02:09:36 PM	07 Aug, 2025 12:26:34 PM	0:21:48	100	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/2/2025	1/2/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			N/A	N/A	39015358	CTE	External
1/2/2025	1/2/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39015368	CTE	External
1/2/2025	1/2/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39015377	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/2/2025	1/2/2025	[redacted]		**75**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]					Ve had an pportunity to ffer veatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			/A	N/A	39015483	CTE	External
1/2/2025	1/2/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39015483	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/2/2025	1/2/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	Coaching: Agent failed to ask for bot account number or phone numbe	[redacted]					N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			all back to ive MPP etails	N/A	39586322	CTE	External
1/2/2025	1/2/202			**100**	Yes							Yes	Yes				Yes	Yes	Coaching: Agent failed to ask for bot account number or phone numbe						N/A	N/A			/A	N/A	39015479	CTE	External
1/3/2025	1/3/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A			/A	N/A	39015495	CTE	External
1/3/2025	1/3/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A			/A	N/A	39586975	CTE	External
1/3/2025	1/3/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A			/A	N/A	39015702	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/3/2025	1/3/2025	[redacted]		**75**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]			IG for HS id not ask bout medical	N/A	39586632	CTE	External
1/3/2025	1/3/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586897	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/3/2025	1/3/202	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]				Yes	Yes	Coaching: Agent failed to ask for bot account number or phone numbe	[redacted]								N/A	N/A	[redacted]				N/A	N/A	39586911	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/3/2025	1/3/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]					N/A	N/A	[redacted]			Call back to explain MPP	N/A	39586998	CTE	External
1/3/2025	1/3/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39015397	CTE	External
1/3/2025	1/3/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39015501	CTE	External
1/3/2025	1/3/202			**90**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39015265	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/3/2025	1/3/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586974	CTE	External
1/3/2025	1/3/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				/A	N/A	39015370	CTE	External
1/3/2025	1/3/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				/A	N/A	39586630	CTE	External
1/3/2025	1/3/202			**95**	Yes							Yes	Yes				es	Yes	Coaching: Agent failed to ask for bot account number or phone numbe						N/A	Coaching: We had an opportunity t offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				/A	N/A	39586920	CTE	External
1/6/2025	1/5/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				/A	N/A	39586997	CTE	External
1/6/2025	1/6/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	Declined per customer.				/A	N/A	39586982	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/6/2025	1/6/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A	39015237	CTE	External
1/6/2025	1/6/202			**85**	Yes							es	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39586927	CTE	External
1/6/2025	1/6/202			**95**	Yes							es	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39015377	CTE	External
1/6/2025	1/6/202			**100**	Yes							es	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39586968	CTE	External
1/6/2025	1/6/202			**100**	Yes							es	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39015416	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/6/2025	1/6/202	[redacted]		**55**	Yes	[redacted]						No	No	[redacted]			es	Yes	N/A	[redacted]			We had an opportunity to offer weatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			/A	N/A	39586540	CTE	External
1/6/2025	1/6/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]			N/A	N/A	[redacted]			/A	N/A	39586627	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/6/2025	1/6/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015292	CTE	External
1/6/2025	1/6/202			**90**	Yes							Yes	Yes			Yes	Yes	N/A						N/A	N/A				/A	N/A	39015246	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/6/2025	1/6/202	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]		No	Yes	Coaching: Agent failed to ask for bot account number or phone numbe	[redacted]					N/A	N/A	[redacted]		N/A	N/A				N/A	N/A	39586929	CTE	External
1/6/2025	1/6/202	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]		Yes	Yes	N/A	[redacted]					N/A	N/A	We had an opportunity t offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]					N/A	N/A	39015490	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/6/2025	1/6/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015430	CTE	External
1/6/2025	1/6/2025			**65**	Yes							No	No				Yes	Yes	N/A						We had an opportunity to offer weatherization .	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				N/A	N/A	39586362	CTE	External
1/6/2025	1/6/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				N/A	N/A	39015346	CTE	External
1/6/2025	1/6/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				N/A	N/A	39015419	CTE	External
1/6/2025	1/6/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				N/A	N/A	39586531	CTE	External
1/6/2025	1/6/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				N/A	N/A	39015280	CTE	External
1/6/2025	1/6/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				N/A	N/A	39015479	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/6/2025	1/6/202	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A	39015368	CTE	External
1/6/2025	1/6/202			**85**	Yes							es	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39586343	CTE	External
1/6/2025	1/6/202			**85**	Yes							cs	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39586343	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/6/2025	1/6/202	[redacted]		**70**	Yes	[redacted]						o	No	[redacted]			es	Yes	N/A	[redacted]						We had an opportunity to offer weatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point	[redacted]			/A	N/A	39015440	CTE	External
1/6/2025	1/6/202			**80**	Yes							es	Yes				o	Yes	N/A						N/A	Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				all the ustomer back nd provide he details for pp	N/A	39015261	CTE	External
1/6/2025	1/6/202			**80**	Yes							cs	Yes				o	Yes	N/A						N/A	Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				all the ustomer back nd provide he details for pp	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/6/2025	1/6/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586898	CTE	External
1/6/2025	1/6/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				/A	N/A	39015257	CTE	External
1/6/2025	1/6/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				/A	N/A	39015324	CTE	External
1/6/2025	1/6/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				/A	N/A	39586575	CTE	External
1/6/2025	1/6/202			**85**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				/A	N/A	39015341	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/7/2025	1/7/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			/A	N/A	39015358	CTE	External
1/7/2025	1/7/202			**100**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A					/A	N/A	39015482	CTE	External
1/7/2025	1/7/202			**65**	Yes							Yes	Yes				o	Yes	N/A							/A	N/A					e need to re-qualify ex, eview LIDR nd MPP.	N/A	39586973	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/7/2025	1/7/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39586640	CTE	External
1/7/2025	1/7/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							Customer ended call.	N/A					N/A	N/A	39015390	CTE	External
1/7/2025	1/7/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015423	CTE	External
1/7/2025	1/7/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015495	CTE	External
1/7/2025	1/7/2025			**90**	Yes							es	Yes				No	Yes	N/A							N/A	N/A					We need to offer MPP.	N/A	39015233	CTE	External
1/7/2025	1/7/2025			**90**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586607	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/7/2025	1/7/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	39586599	CTE	External
1/7/2025	1/7/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					Coaching: We must advise the customer verbatim of these benefits.	N/A	[redacted]					N/A	N/A	39586919	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/7/2025	1/7/202	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015383	CTE	External
1/7/2025	1/7/202	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586343	CTE	External
1/7/2025	1/7/202	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	o	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]	[redacted]	[redacted]	We need to call the customer back to provide full MPP details, give full LIDR information	N/A	39015353	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/7/2025	1/7/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015483	CTE	External
1/7/2025	1/7/202			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015496	CTE	External
1/7/2025	1/7/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015711	CTE	External
1/7/2025	1/7/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586365	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/7/2025	1/7/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	39586641	CTE	External
1/7/2025	1/7/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	39586580	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/7/2025	1/7/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A	39015702	CTE	External
1/7/2025	1/7/202			**90**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39586494	CTE	External
1/7/2025	1/7/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39586578	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/7/2025	1/7/202	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586921	CTE	External
1/7/2025	1/7/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586586	CTE	External
1/7/2025	1/7/202	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	Call the customer back and offer the 18 mfp.	N/A	39586478	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/7/2025	1/7/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015496	CTE	External
1/7/2025	1/7/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]			all the ustomer back nd provide etails for pp	N/A	39015291	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/7/2025	1/7/2025	[redacted]		**70**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]						N/A	N/A	[redacted]			all the ustomer back nd offer he18 mfp	N/A	39015316	CTE	External
1/7/2025	1/7/2025	[redacted]		**60**	Yes	[redacted]						No	No	[redacted]			es	Yes	N/A	[redacted]						We had an opportunity to offer weatherization .	We had an opportunity t offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			/A	N/A	39586333	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/7/2025	1/7/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586320	CTE	External
1/7/2025	1/7/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586584	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/8/2025	1/3/202	[redacted]	[redacted]	**65**	No	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	No	[redacted]	[redacted]	[redacted]	No	Yes	We failed to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We failed to offer weatherization .	We failed to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	/A	N/A	39015476	CTE	External
1/8/2025	1/3/202			**100**	Yes		Yes	Yes					Yes	Yes				Yes	Yes	N/A										N/A	N/A				/A	N/A	39015344	CTE	External
1/8/2025	1/8/202			**90**	Yes		Yes	Yes					No	Yes				No	Yes	N/A										N/A	N/A				all back to ffer MFP	N/A	39015397	CTE	External
1/8/2025	1/8/202			**95**	Yes		Yes	Yes					Yes	Yes				Yes	Yes	N/A										N/A	N/A				/A	N/A	39015512	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/8/2025	1/8/202	[redacted]	[redacted]	90	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	We had an opportunity to listen to the customer when they advised there was a serious or life threatening medical condition in the home. @1:42	N/A	39586588	CTE	External
1/8/2025	1/8/202	[redacted]	[redacted]	95	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586974	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/8/2025	1/8/2025	[redacted]		**75**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]						N/A	N/A	[redacted]			We had an opportunity to offer the 18 MFP while we wait for the hardship verification.	N/A	39586302	CTE	External
1/8/2025	1/8/2025			**70**	Yes							No	No				es	Yes	N/A						We had an opportunity to offer weatherization.	We had an opportunity t offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				N/A	N/A	39586630	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/8/2025	1/6/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]			all back to eview the pp details.	N/A	39586923	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/8/2025	1/8/202	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]		Yes	Yes	Yes	[redacted]														/A	N/A	[redacted]		/A	N/A	39586984	CTE	External
1/8/2025	1/8/202			**95**	Yes							es	Yes		No	Yes	Yes																/A	N/A			/A	N/A	39586919	CTE	External
1/8/2025	1/8/202			**95**	Yes							es	Yes		No	No	Yes																/A	N/A			all back to ive full etails of MPP	N/A	39586897	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/8/2025	1/8/202	[redacted]		**60**	Yes	[redacted]						No	No	[redacted]			No	Yes	N/A	[redacted]					We had an opportunity to offer weatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			Call the customer back and offer the 18 mfp and advise the customer once the account is hardship they can get on MPP	N/A	39586986	CTE	External
1/8/2025	1/8/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015352	CTE	External
1/8/2025	1/8/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586911	CTE	External
1/8/2025	1/8/202			**80**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586987	CTE	External
1/8/2025	1/8/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586970	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/8/2025	1/8/202	[redacted]		**85**	Yes	[redacted]							Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39586998	CTE	External
1/8/2025	1/8/202			**100**	Yes								Yes	Yes				No	Yes	N/A							N/A	N/A					N/A	N/A	39586911	CTE	External
1/8/2025	1/8/202			**60**	Yes								No	No				No	Yes	N/A							Ve had an pportunity to ffer veatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				Call the customer back and offer the 18 mfp	N/A	39587005	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/8/2025	1/8/202	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39586975	CTE	External
1/8/2025	1/8/202			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586490	CTE	External
1/8/2025	1/8/202			**95**	Yes							es	Yes				Yes	Yes	N/A							N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.					N/A	N/A	39586322	CTE	External
1/8/2025	1/8/202			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39587006	CTE	External
1/8/2025	1/8/202			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586973	CTE	External
1/8/2025	1/8/202			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586607	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/8/2025	1/8/202	[redacted]		**50**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]			/A	Coaching: We had an opportunity to offer RRES. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			all the ustomer back nd pre-ualify the ustomer for ardship , ffer the 18 fp and if the ustomer ualifies for ardship dvised them f the LIDR.	N/A	39586902	CTE	External
1/8/2025	1/8/202			**100**	Yes							Yes	Yes				es	Yes	N/A				/A	N/A				/A	N/A	39586567	CTE	External
1/8/2025	1/8/202			**100**	Yes							Yes	Yes				es	Yes	N/A				/A	N/A				/A	N/A	39586595	CTE	External
1/8/2025	1/8/202			**90**	Yes							Yes	Yes				es	Yes	N/A				ustomer eclined to ear	N/A				/A	N/A	39015452	CTE	External
1/8/2025	1/8/202			**80**	Yes							Yes	Yes				es	Yes	N/A				/A	N/A				/A	N/A	39586914	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/8/2025	1/8/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39586906	CTE	External
1/8/2025	1/8/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	[redacted]			Call the customer back and provide mpp details	N/A	39586921	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/8/2025	1/8/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	39586981	CTE	External
1/9/2025	1/8/202			**90**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586905	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/9/2025	1/9/202	[redacted]		**85**	Yes	[redacted]						Yes	No	[redacted]			es	Yes	N/A	[redacted]					N/A	We had an opportunity t offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			/A	N/A	39015362	CTE	External
1/9/2025	1/9/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A					/A	N/A	39015430	CTE	External
1/9/2025	1/9/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	Coaching: When providing the energy programs we want to revie each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.				/A	N/A	39015416	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/9/2025	1/8/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015328	CTE	External
1/9/2025	1/9/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39586480	CTE	External
1/9/2025	1/9/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015237	CTE	External
1/9/2025	1/8/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39586557	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/9/2025	1/8/202	[redacted]		**100**	Yes	[redacted]						cs	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015452	CTE	External
1/9/2025	1/9/202			**90**	Yes							cs	Yes				Yes	Yes	Coaching: Agent failed to ask for both account number or phone number						N/A	N/A				/A	N/A	39015377	CTE	External
1/9/2025	1/9/202			**100**	Yes							cs	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586540	CTE	External
1/9/2025	1/9/202			**100**	Yes							cs	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39015419	CTE	External
1/9/2025	1/9/202			**95**	Yes							cs	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39015404	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/9/2025	1/9/202	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]							We had an opportunity to offer the 18 MFP while we wait for the hardship verification.	N/A	39586908	CTE	External
1/9/2025	1/9/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A								N/A	N/A	39015440	CTE	External
1/9/2025	1/9/202			**85**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A								N/A	N/A	39586641	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/9/2025	1/9/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	N/A	[redacted]				N/A	N/A	39586899	CTE	External
1/9/2025	1/9/202			**75**	Yes							Yes	Yes				o	Yes	N/A						/A	N/A					advised on Uber summary.	N/A	39015233	CTE	External
1/9/2025	1/9/202			**100**	Yes							Yes	Yes				es	Yes	N/A						/A	N/A					N/A	N/A	39586895	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/9/2025	1/9/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	Coaching: Agent failed to ask for both account number or phone number	[redacted]						N/A	N/A	[redacted]				/A	N/A	39586920	CTE	External
1/9/2025	1/9/2025			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A					/A	N/A	39586531	CTE	External
1/9/2025	1/9/2025			**100**	Yes							es	Yes				es	Yes	N/A							Customer had called a few hours before this call took place.	N/A					/A	N/A	39015292	CTE	External
1/9/2025	1/9/2025			**95**	Yes							es	Yes				es	Yes	N/A							N/A	N/A					/A	N/A	39586603	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/9/2025	1/9/202	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	Coaching: Agent failed to ask for both account number or phone number	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586929	CTE	External
1/9/2025	1/9/202			**80**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A				Review tier 2.	N/A	39015246	CTE	External
1/9/2025	1/9/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586598	CTE	External
1/9/2025	1/9/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				Pre-qualify and review LIRD.	N/A	39586365	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/9/2025	1/9/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015229	CTE	External
1/9/2025	1/9/2025			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586578	CTE	External
1/9/2025	1/9/2025			**85**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586599	CTE	External
1/9/2025	1/9/2025			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586613	CTE	External
1/9/2025	1/9/2025			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586601	CTE	External
1/9/2025	1/9/2025			**95**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39586602	CTE	External
1/9/2025	1/9/2025			**80**	Yes							es	Yes				o	Yes	N/A							N/A	N/A				all the ustomer back nd offer the 8 mfp	N/A	39586586	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/9/2025	1/9/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	Coaching: When providing the energy programs we want to revie each program individually with the customer along with th benefits of each program option. Pleas use the verbiage provided in the credit hel book and in share point.	[redacted]			/A	N/A	39586580	CTE	External
1/9/2025	1/9/202			**90**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						/A	N/A	39586569	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/9/2025	1/9/202	[redacted]		**80**	No	[redacted]						Yes	Yes	[redacted]			No	Yes	We had an opportunity t use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]						N/A	N/A	[redacted]			all the ustomer back nd see if they ualify for the 0%	N/A	39586571	CTE	External
1/9/2025	1/9/202			**85**	No							Yes	Yes				Yes	Yes	We had an opportunity t use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"							N/A	N/A				/A	N/A	39015433	CTE	External
1/9/2025	1/9/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015715	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/9/2025	1/9/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]					N/A	N/A	[redacted]							N/A	N/A	39015490	CTE	External
1/9/2025	1/9/2025			**85**	Yes							Yes	Yes				o	Yes	N/A						N/A	N/A								Call the customer back and advise them once the account is hardship their account could qualify for mpp	N/A	39015346	CTE	External
1/9/2025	1/9/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A								N/A	N/A	39015280	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]					N/A	N/A	[redacted]		Call back to give full details of MPP	N/A	39587000	CTE	External
1/10/2025	1/10/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A			N/A	N/A	39586567	CTE	External
1/10/2025	1/10/202			**85**	Yes							Yes	Yes				es	Yes	Coaching: Agent failed to ask for bot account number or phone numbe						N/A	N/A			N/A	N/A	39586991	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39586981	CTE	External
1/10/2025	1/10/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39015522	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/2025	[redacted]		75	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. Even if the customer rents we should still offer the programs so they could possibly give the website to their landlord.	[redacted]				N/A	N/A	39586490	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]			We need to call the customer back to provide full MPP details and to advise anything over 800KW will be billed at regular rates	N/A	39586389	CTE	External
1/10/2025	1/10/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015343	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	No	Yes	Coaching: Agent failed to ask for both account number or phone number	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	Call back to give full details of MPP	N/A	39586976	CTE	External
1/10/2025	1/10/202	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	Call the customer back and see if they has a serious or life threating condition in the home	N/A	39586986	CTE	External
1/10/2025	1/10/202	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	We need to call the customer back to offer MFP	N/A	39586310	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**95**	Yes	[redacted]						cs	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586992	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39586970	CTE	External
1/10/2025	1/10/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39586988	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]				A	N/A	39586321	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**75**	Yes	[redacted]						cs	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586602	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**60**	Yes	[redacted]						No	No	[redacted]			No	Yes	N/A	[redacted]					We had an opportunity to offer weatherization.	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			Call back to give all details of MPP	N/A	39586985	CTE	External
1/10/2025	1/10/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39015492	CTE	External
1/10/2025	1/10/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39015482	CTE	External
1/10/2025	1/10/202			**90**	Yes							Yes	Yes				Yes	No	N/A						N/A	N/A					N/A	N/A	39586984	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**60**	Yes	[redacted]						o	No	[redacted]			No	Yes	Coaching : as for the phone number along with account number	[redacted]						We had an opportunity to offer weatherization .	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			all the ustomer back nd see if ney qualify or 50%, roviding the etails for pp.	N/A	39587005	CTE	External
1/10/2025	1/10/202	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586987	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]							Call the customer back and see if they qualify for 50%	N/A	39587006	CTE	External
1/10/2025	1/10/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A								N/A	N/A	39586609	CTE	External
1/10/2025	1/10/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A								N/A	N/A	39015426	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/2025	[redacted]		85	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]			all back to ive full etails of MPP	N/A	39586610	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]						N/A	N/A	[redacted]				Call the account holder back and see if they qualify for 50% and provide details for mpp	N/A	39586902	CTE	External
1/10/2025	1/10/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39015344	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					Coaching: Always follow the verbiage provided in the credit help book and on share point.	Coaching: Always follow the verbiage provided in the credit help book and on share point.	[redacted]			Call back needed to provide complete details for MPP.	N/A	39586898	CTE	External
1/10/2025	1/10/202	[redacted]		**60**	Yes	[redacted]						No	No	[redacted]			No	Yes	N/A	[redacted]					We failed to offer weatherization	We failed to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			We need to call the customer back to advise that the hardship is current from 1/8/25-1/8/26, LIDR is 50% as of 12/19/2024 and that when NS is complete they may be able to enroll in BB to keep the bills the same each month.	N/A	39586903	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: We no longer replace lighting with weatherization	N/A	[redacted]			/A	N/A	39015353	CTE	External
1/10/2025	1/10/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586601	CTE	External
1/10/2025	1/10/202			**80**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586914	CTE	External
1/10/2025	1/10/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586595	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**60**	Yes	[redacted]						No	No	[redacted]			No	Yes	N/A	[redacted]						Ve had an pportunity to ffer eatherization	We had an opportunity t offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			all the ustomer back nd offer the 8 mfp	N/A	39586906	CTE	External
1/10/2025	1/10/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586613	CTE	External
1/10/2025	1/10/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586607	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/10/2025	1/10/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			/A	N/A	39586921	CTE	External
1/10/2025	1/10/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A							/A	N/A	39586919	CTE	External
1/10/2025	1/10/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A							/A	N/A	39586930	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/13/2025	1/13/202	[redacted]		**75**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]									Ve had an pportunity to ffer eatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39015362	CTE	External
1/13/2025	1/13/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A										/A	N/A				N/A	N/A	39015479	CTE	External
1/13/2025	1/13/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A										/A	N/A				N/A	N/A	39586557	CTE	External
1/13/2025	1/13/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A										/A	N/A				N/A	N/A	39015525	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/13/2025	1/13/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]				N/A	N/A	39015423	CTE	External
1/13/2025	1/13/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39015368	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/13/2025	1/13/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]			Call back to give full MPP details	N/A	39015495	CTE	External
1/13/2025	1/13/202	[redacted]		**75**	Yes	[redacted]						Yes	No	[redacted]			No	Yes	N/A	[redacted]					N/A	We had an opportunity t offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			Call the customer back and ask them do they get other benefits or prequalify them based on their income.	N/A	39586899	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/13/2025	1/13/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]							N/A	N/A	[redacted]					N/A	N/A	39015429	CTE	External
1/13/2025	1/13/2025	[redacted]		**80**	Yes							Yes	Yes				Yes	Yes	N/A								N/A	N/A						N/A	N/A	39015505	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/13/2025	1/13/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]			Call the customer back and pre-qualify the for hardship	N/A	39015715	CTE	External
1/13/2025	1/13/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015483	CTE	External
1/13/2025	1/13/202	[redacted]		**65**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]			Call the customer and offer the 18 mfp	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/13/2025	1/13/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015333	CTE	External
1/13/2025	1/13/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015370	CTE	External
1/13/2025	1/13/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015257	CTE	External
1/13/2025	1/13/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39586651	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/13/2025	1/13/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: weatherization no longer offers LED lighting.	N/A	[redacted]			/A	N/A	39015358	CTE	External
1/13/2025	1/13/202	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015702	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/13/2025	1/13/202	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]			all the stomer back nd see if they alify for the 0% LIDR	N/A	39015324	CTE	External
1/14/2025	1/14/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					Coaching: weatherization no longer includes LED lighting	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			/A	N/A	39015329	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/14/2025	1/14/2025	[redacted]	[redacted]	95	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	Coaching: Agent failed to ask for both account number or phone number	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015377	CTE	External
1/14/2025	1/14/2025	[redacted]	[redacted]	75	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586362	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/14/2025	1/14/202	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					Coaching: Weatherization no longer offers LED lighting.	N/A	[redacted]			/A	N/A	39015419	CTE	External
1/14/2025	1/14/202	[redacted]		**60**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]					We had an opportunity to offer weatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]		/A	N/A	39586625	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/14/2025	1/14/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	N/A	[redacted]					N/A	N/A	N/A	39015496	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/14/2025	1/14/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]				We had the opportunity to go over MPP in detail.	N/A	39015489	CTE	External
1/14/2025	1/14/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]				Call back to advise full details of MPP	N/A	39015332	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/14/2025	1/14/202	[redacted]		**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	Call the customer back and pre-qualify the customer for hardship	N/A	39586494	CTE	External
1/14/2025	1/14/202	[redacted]		**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	No	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We had an opportunity to offer weatherization.	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586641	CTE	External
1/14/2025	1/14/202	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	No	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586927	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/14/2025	1/14/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586640	CTE	External
1/14/2025	1/14/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	/A	N/A	39586478	CTE	External
1/14/2025	1/14/2025	[redacted]	[redacted]	**45**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	No	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We had an opportunity to offer weatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	/A	N/A	39015450	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/14/2025	1/14/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	customer declined	customer declined	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586632	CTE	External
1/14/2025	1/14/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015280	CTE	External
1/14/2025	1/14/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015390	CTE	External
1/14/2025	1/14/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015352	CTE	External
1/14/2025	1/14/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586627	CTE	External
1/14/2025	1/14/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015711	CTE	External
1/14/2025	1/14/202	[redacted]	[redacted]	**65**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	re-qualify ustomer. eview LIDR nd MPP.	N/A	39586973	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/14/2025	1/14/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					Coaching: weatherization no longer supplied LED lights	N/A	[redacted]			/A	N/A	39586630	CTE	External
1/14/2025	1/14/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39015479	CTE	External
1/14/2025	1/14/2025			**90**	Yes							Yes	Yes				No	Yes	N/A						N/A	N/A				eview tier 2.	N/A	39586968	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/14/2025	1/14/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]				ll back to ve full etails on PP	N/A	39586322	CTE	External
1/14/2025	1/14/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39586927	CTE	External
1/14/2025	1/14/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39586982	CTE	External
1/14/2025	1/14/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						Coaching: When roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point.	Coaching: When providing the energy programs we want to revie each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.				/A	N/A	39015309	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/14/2025	1/14/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015423	CTE	External
1/14/2025	1/14/2025			**65**	Yes							No	No				Yes	Yes	N/A						We had an opportunity to offer weatherization .	We had an opportunity t offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				/A	N/A	39015291	CTE	External
1/14/2025	1/14/2025			**85**	Yes							Yes	Yes				No	Yes	N/A						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	Coaching: When providing the energy programs we want to revie each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.				all the ustomer back nd see if they ualify for 0%	N/A	39586377	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/14/2025	1/14/2025	[redacted]		**60**	Yes	[redacted]						No	No	[redacted]			No	Yes	N/A	[redacted]					We had an opportunity to offer weatherization.	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			Call the customer back and see if they have any medical condition in the home.	N/A	39586333	CTE	External
1/14/2025	1/14/2025			**75**	Yes							No	No				Yes	Yes	N/A						We had an opportunity to offer weatherization.	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				N/A	N/A	39015470	CTE	External
1/14/2025	1/14/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586578	CTE	External
1/14/2025	1/14/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586584	CTE	External
1/15/2025	1/15/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						Coaching: weatherization no longer provides LED lighting.	N/A						N/A	N/A	39015492	CTE	External
1/15/2025	1/15/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015482	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]				all back to dvise CAA or hardship	N/A	39586897	CTE	External
1/15/2025	1/15/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39586343	CTE	External
1/15/2025	1/15/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39586920	CTE	External
1/15/2025	1/15/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39015440	CTE	External
1/15/2025	1/15/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39015456	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: Slow down when offering additional plans.	Coaching: Slow down when offering additional plans.	[redacted]			/A	N/A	39586898	CTE	External
1/15/2025	1/15/2025			**90**	Yes							Yes	Yes				No	Yes	N/A							Coaching: weatherization no longer replaces lights with LED lighting.	N/A				all back to omplete pre ualifying for ardship.	N/A	39015404	CTE	External
1/15/2025	1/15/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							Coaching: weatherization no longer offers replacing lights with LED lighting.	N/A				/A	N/A	39586908	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015229	CTE	External
1/15/2025	1/15/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				N/A	N/A	39586310	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	Coaching: Agent failed to ask for both account number or phone number	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015331	CTE	External
1/15/2025	1/15/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586321	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/2025	[redacted]		**95**	Yes	[redacted]						cs	Yes	[redacted]			o	Yes	N/A	[redacted]				N/A	N/A	N/A	[redacted]			/A	39586569	CTE	External
1/15/2025	1/15/2025			**95**	Yes							cs	Yes				es	Yes	N/A					N/A	N/A	N/A				/A	39586985	CTE	External
1/15/2025	1/15/2025			**95**	Yes							cs	Yes				es	Yes	N/A					N/A	N/A	N/A				/A	39586985	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]										N/A	N/A	[redacted]			all back to lvise L90 as expired.	N/A	39587000	CTE	External
1/15/2025	1/15/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]										N/A	N/A	[redacted]			/A	N/A	39586580	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]			We need to call the customer back to give clear explanation about MFP and to advise that they are only required to pay the payment plan $135 a month	N/A	39586610	CTE	External
1/15/2025	1/15/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586613	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]				Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	N/A	39015233	CTE	External
1/15/2025	1/15/202			**100**	Yes							Yes	Yes					Yes	Yes	N/A					Coaching: weatherization no longer replaces lights with LED lighting.	N/A				N/A	N/A	39586567	CTE	External
1/15/2025	1/15/202			**40**	Yes							No	No					Yes	Yes	N/A					N/A	N/A					N/A	N/A	39015450	CTE	External
1/15/2025	1/15/202			**100**	Yes							Yes	Yes					Yes	Yes	N/A					N/A	N/A					N/A	N/A	39586601	CTE	External
1/15/2025	1/15/202			**100**	Yes							Yes	Yes					Yes	Yes	N/A					N/A	N/A					N/A	N/A	39586981	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586490	CTE	External
1/15/2025	1/15/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586586	CTE	External
1/15/2025	1/15/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	Coaching: When providing the energy programs we want to revie each program individually with the customer along with th benefits of each program option. Pleas use the verbiage provided in the credit hel book and in share point.				/A	N/A	39015343	CTE	External
1/15/2025	1/15/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39015464	CTE	External
1/15/2025	1/15/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39015429	CTE	External
1/15/2025	1/15/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586598	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			/A	N/A	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586531	CTE	External
1/15/2025	1/15/2025			**90**	Yes							Yes	Yes				/A	N/A	N/A							Coaching: Weatherization no longer offers replacing lights with LED lighting.	N/A				/A	N/A	39586992	CTE	External
1/15/2025	1/15/2025			**100**	Yes							Yes	Yes				/A	N/A	N/A							N/A	N/A				/A	N/A	39015702	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/2025	[redacted]	[redacted]	**70**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	MPP details.	N/A	39015521	CTE	External
1/15/2025	1/15/2025	[redacted]	[redacted]	**65**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	No	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We had an opportunity to offer weatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586625	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39586632	CTE	External
1/15/2025	1/15/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39586327	CTE	External
1/15/2025	1/15/2025			**85**	Yes							Yes	Yes				No	Yes	N/A						N/A	N/A					Review tier 2.	N/A	39586365	CTE	External
1/15/2025	1/15/2025			**60**	Yes							No	No				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39586494	CTE	External
1/15/2025	1/15/2025			**85**	Yes							Yes	Yes				No	Yes	N/A						N/A	N/A					Call the customer back and offer the 18 mfp for the electric and gas account.	N/A	39586603	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/2025	[redacted]	[redacted]	**70**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	No	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	We had an opportunity to offer weatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586639	CTE	External
1/15/2025	1/15/2025	[redacted]	[redacted]	**60**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	No	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	We had an opportunity to offer weatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586641	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	N/A	39586612	CTE	External
1/15/2025	1/15/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	N/A	39586895	CTE	External
1/15/2025	1/15/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	N/A	39586984	CTE	External
1/15/2025	1/15/2025			**90**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A					N/A	N/A	N/A	39015433	CTE	External
1/15/2025	1/15/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	N/A	39586575	CTE	External
1/15/2025	1/15/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	N/A	39586930	CTE	External
1/15/2025	1/15/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	N/A	39586921	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/15/2025	1/15/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	all the ustomer back n provide etail for mpp	N/A	39586906	CTE	External
1/15/2025	1/15/202	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586914	CTE	External
1/16/2025	1/16/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586988	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	Call back to advise no protection	N/A	39015297	CTE	External
1/16/2025	1/16/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	lease ensure e are ollowing the omplete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	N/A	N/A	39015426	CTE	External
1/16/2025	1/16/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586923	CTE	External
1/16/2025	1/16/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015493	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]						N/A	N/A	39015246	CTE	External
1/16/2025	1/16/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							Customer disconnected call before agent could offer	Customer disconnected call before agent could offer						N/A	N/A	39015450	CTE	External
1/16/2025	1/16/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015489	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	N/A	39586303	CTE	External
1/16/2025	1/16/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: weatherization no longer offers replacing lights with LED lighting.	N/A	[redacted]					N/A	N/A	39586607	CTE	External
1/16/2025	1/16/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	N/A	39586588	CTE	External
1/16/2025	1/16/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	N/A	39015215	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015344	CTE	External
1/16/2025	1/16/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015353	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	Coaching: RRES, please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point. Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015490	CTE	External
1/16/2025	1/16/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586905	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015512	CTE	External
1/16/2025	1/16/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586557	CTE	External
1/16/2025	1/16/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015715	CTE	External
1/16/2025	1/16/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015452	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/202	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]						N/A	Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39586362	CTE	External
1/16/2025	1/16/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015346	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	No	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015358	CTE	External
1/16/2025	1/16/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015368	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39015279	CTE	External
1/16/2025	1/16/202			**65**	Yes							No	No				Yes	No	N/A							Pura statements must be done on all calls.	Pura statements must be done on all calls.					N/A	N/A	39015291	CTE	External
1/16/2025	1/16/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015711	CTE	External
1/16/2025	1/16/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39587005	CTE	External
1/16/2025	1/16/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015482	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]					Call the customer back and provide details for mpp	N/A	39015280	CTE	External
1/16/2025	1/16/202			**100**	Yes							Yes	Yes				Yes	No	N/A						N/A	N/A						N/A	N/A	39015377	CTE	External
1/16/2025	1/16/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015249	CTE	External
1/16/2025	1/16/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015358	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/202	[redacted]	[redacted]	**75**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	oaching: lways follow he verbiage rovided in he credit help ook and on hare point.	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]	[redacted]	[redacted]	/A	N/A	39586902	CTE	External
1/16/2025	1/16/202	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	oaching: When providing the energy programs we want to revie each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We should still attempt to read the script The customer may be able to have solar in the future or can pass along to their landlord	[redacted]			N/A	N/A	39015423	CTE	External
1/16/2025	1/16/202			**90**	Yes							No	Yes				Yes	Yes	N/A						We failed to offer Weatherization	N/A				N/A	N/A	39586595	CTE	External
1/16/2025	1/16/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				N/A	N/A	39015245	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						/A	N/A	N/A	[redacted]				/A	39015257	CTE	External
1/16/2025	1/16/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A				/A	39015324	CTE	External
1/16/2025	1/16/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						lease ensure e are llowing the omplete cript rovided for hese energy rograms hich is cated in the redit help ook along ith share	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A				/A	39586575	CTE	External
1/16/2025	1/16/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A	N/A					/A	39015352	CTE	External
1/16/2025	1/16/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A	N/A					/A	39015496	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/16/2025	1/16/202	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]				all the ustomer back nd provide etails for pp	N/A	39586494	CTE	External
1/16/2025	1/16/202			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					/A	N/A	39586478	CTE	External
1/17/2025	1/17/202			**90**	Yes							es	Yes				Yes	Yes	N/A							N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.				/A	N/A	39015495	CTE	External
1/17/2025	1/17/202			**95**	Yes							es	Yes				Yes	Yes	N/A							Coaching: Weatherization no longer offers replacing lights with LED lighting.	N/A				/A	N/A	39015478	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/17/2025	1/17/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39015328	CTE	External
1/17/2025	1/17/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39586908	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/17/2025	1/17/202	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A	39586627	CTE	External
1/17/2025	1/17/202			**100**	Yes							Yes	Yes				Yes	Yes	Coaching: Agent failed to ask for both account number or phone number						N/A	N/A					/A	N/A	39586497	CTE	External
1/17/2025	1/17/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39586640	CTE	External
1/17/2025	1/17/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39015229	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/17/2025	1/17/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015370	CTE	External
1/17/2025	1/17/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586975	CTE	External
1/17/2025	1/17/2025			**75**	No							Yes	Yes				Yes	Yes	We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"							N/A	N/A				/A	N/A	39015331	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/17/2025	1/17/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015390	CTE	External
1/17/2025	1/17/2025			**90**	Yes							Yes	Yes				No	Yes	N/A						N/A	Coaching: Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				all back eeded to ffer MFP hile waiting or hardship.	N/A	39015291	CTE	External
1/17/2025	1/17/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39015416	CTE	External
1/17/2025	1/17/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586310	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/17/2025	1/17/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]			We had an opportunity to provide the MPP Details: Which includes all of the above the payments are based on usage and can change when account is reviewed every 6 months and if 2 consecutive payments are missed it will cause the plan to break and be removed from the program.	N/A	39587000	CTE	External
1/17/2025	1/17/2025			**95**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A				We need to call the customer back to advise we have not received the medical and how to get a verified medical on the account,	N/A	39586321	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/17/2025	1/17/202	[redacted]		**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015397	CTE	External
1/17/2025	1/17/202	[redacted]		**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	)	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	all the ustomer and ee if they ualify for 0%	N/A	39586377	CTE	External
1/17/2025	1/17/202	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Cs	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	oaching: lways follow e verbiage rovided in e credit help ook and on hare point.	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]	[redacted]	[redacted]	/A	N/A	39015309	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/17/2025	1/17/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				/A	N/A	39586609	CTE	External
1/17/2025	1/17/2025			**65**	Yes							No	No				Yes	Yes	N/A						Ve had an pportunity to ffer eatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				/A	N/A	39015470	CTE	External
1/17/2025	1/17/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					/A	N/A	39586567	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/17/2025	1/17/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			N/A	N/A	39015237	CTE	External
1/17/2025	1/17/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586981	CTE	External
1/17/2025	1/17/202			**75**	Yes							Yes	No				Yes	Yes	N/A						N/A	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				N/A	N/A	39015278	CTE	External
1/17/2025	1/17/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586968	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/17/2025	1/17/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015377	CTE	External
1/17/2025	1/17/202	[redacted]	[redacted]	**55**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	No	[redacted]	[redacted]	[redacted]	o	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We had the opportunity to offer weatherization .	We had an opportunity t offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	/A	N/A	39586985	CTE	External
1/17/2025	1/17/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586497	CTE	External
1/17/2025	1/17/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015383	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/17/2025	1/17/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39586586	CTE	External
1/17/2025	1/17/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39015419	CTE	External
1/17/2025	1/17/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	Customer interrupted we could not offer ESS.				N/A	N/A	39586974	CTE	External
1/17/2025	1/17/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39586578	CTE	External
1/17/2025	1/17/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39586602	CTE	External
1/17/2025	1/17/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				N/A	N/A	39586598	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/17/2025	1/17/2025	[redacted]		**80**	Yes	[redacted]						es	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	Please use the verbiage provided in the credit help book and in share point. Its an emergency Generator, we are using emergency "General"	[redacted]			We need to call the customer back to offer MFP	N/A	39586599	CTE	External
1/17/2025	1/17/2025			**100**	Yes							es	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586603	CTE	External
1/17/2025	1/17/2025			**100**	Yes							es	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586601	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/17/2025	1/17/2025	[redacted]		**85**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]					We had an opportunity to offer weatherization.	We had an opportunity t offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39586569	CTE	External
1/17/2025	1/17/2025			**70**	Yes							No	No				No	Yes	N/A						We had an opportunity to offer weatherization.	We had an opportunity t offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				Call the customer back and provide detail for mpp	N/A	39586899	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/20/2025	1/20/202	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				/A	N/A	39015329	CTE	External
1/20/2025	1/20/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					/A	N/A	39015483	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/20/2025	1/20/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586602	CTE	External
1/20/2025	1/20/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015501	CTE	External
1/20/2025	1/20/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015332	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/20/2025	1/20/202	[redacted]		**75**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]									N/A	N/A	[redacted]			N/A	N/A	39586632	CTE	External
1/20/2025	1/20/202			**95**	Yes							Yes	Yes				es	Yes	N/A									N/A	N/A				N/A	N/A	39586895	CTE	External
1/20/2025	1/20/202			**85**	Yes							Yes	Yes				o	Yes	N/A									N/A	N/A				N/A	N/A	39586630	CTE	External
1/20/2025	1/20/202			**100**	Yes							Yes	Yes				es	Yes	N/A									N/A	N/A				N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/20/2025	1/20/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				N/A	N/A	39586897	CTE	External
1/20/2025	1/20/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A	39586322	CTE	External
1/20/2025	1/20/202			**90**	Yes							Yes	Yes				No	Yes	N/A						/A	N/A					Call the customer back and offer mpp	N/A	39586303	CTE	External
1/20/2025	1/20/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						lease ensure e are ollowing the omplete cript rovided for ese energy rograms hich is ocated in the redit help ook along ith share oint.	Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.					N/A	N/A	39015490	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/20/2025	1/20/2025	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	N/A	[redacted]				N/A	N/A		CTE	External
1/20/2025	1/20/2025			**100**	Yes							es	Yes				es	Yes	N/A						/A	N/A					N/A	N/A	39015346	CTE	External
1/21/2025	1/21/2025			**95**	Yes							es	Yes				o	Yes	N/A						/A	N/A					Call back to advise 2 missed payments plan will drop	N/A	39015492	CTE	External
1/21/2025	1/21/2025			**95**	Yes							es	Yes				es	Yes	N/A						/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.					N/A	N/A	39015368	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/21/2025	1/21/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A					N/A	N/A	39015493	CTE	External
1/21/2025	1/17/202			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015489	CTE	External
1/21/2025	1/21/202			**70**	Yes							o	No				No	Yes	N/A							We had an opportunity to offer weatherization.	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.					Although not required of the agent since she wasn't the one to prequalify the customer, had we checked the documenation the customer advised back in July there is a nebulizer being used in the home, medical has never been placed on this account, we should reach back out to the customer and check on medical since they are over income.	N/A	39015450	CTE	External
1/21/2025	1/21/202			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015352	CTE	External
1/21/2025	1/21/202			**90**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015479	CTE	External
1/21/2025	1/21/202			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586303	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/21/2025	1/17/2025	[redacted]		55	Yes	[redacted]						o	No	[redacted]			es	Yes	N/A	[redacted]						We had an opportunity to offer weatherization .	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39586490	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/21/2025	1/21/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	COACHING: We no longer change out bulbs. Also, stick to verbiage of "little or no cost to you" when offering.	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015297	CTE	External
1/21/2025	1/21/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015325	CTE	External
1/21/2025	1/21/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/21/2025	1/21/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	39015249	CTE	External
1/21/2025	1/21/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/21/2025	1/21/2025	[redacted]		**70**	Yes	[redacted]						No	No	[redacted]			No	Yes	N/A	[redacted]						We failed to offer weatherization .	We failed to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			We need to all the ustomer back o provide full MPP details: Which ncludes the ollowing: hat the ayments are ased on sage and can hange when ccount is eviewed	N/A	39586599	CTE	External
1/21/2025	1/21/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	Coaching: When providing the energy programs we want to revie each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			/A	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/21/2025	1/21/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A	39586610	CTE	External
1/21/2025	1/21/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39015433	CTE	External
1/21/2025	1/21/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39586595	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/21/2025	1/21/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]					/A	N/A	39586567	CTE	External
1/21/2025	1/21/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A						/A	N/A	39586607	CTE	External
1/21/2025	1/21/202			**90**	Yes							Yes	No				Yes	Yes	N/A						/A	we did not cover the efficiencies . we went from weatherization to review officer. this is mandatory each one should be provided individually					/A	N/A		CTE	External
1/21/2025	1/21/202			**90**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A						/A	N/A	39586586	CTE	External
1/21/2025	1/21/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A						/A	N/A	39015245	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/21/2025	1/21/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39015257	CTE	External
1/21/2025	1/21/2025			**70**	Yes							Yes	No				No	Yes	N/A							N/A	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				Call the customer back provide details for mpp on the electric account and offer mpp for gas account.	N/A	39015324	CTE	External
1/21/2025	1/21/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015390	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/21/2025	1/21/202	[redacted]		**65**	Yes	[redacted]						No	No	[redacted]			es	Yes	N/A	[redacted]					We had an opportunity to offer weatherization .	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39586575	CTE	External
1/21/2025	1/21/202			**80**	Yes							No	No				es	Yes	N/A						We had an opportunity to offer weatherization .	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				/A	N/A	39015440	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/21/2025	1/21/2025	[redacted]		**65**	Yes	[redacted]						Yes	No	[redacted]			o	Yes	N/A	[redacted]						/A	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			all the stomer back d offer the mfp for the ectric count.	N/A	39015341	CTE	External
1/21/2025	1/21/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015233	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/21/2025	1/21/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39586609	CTE	External
1/21/2025	1/21/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39586531	CTE	External
1/21/2025	1/21/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39015496	CTE	External
1/21/2025	1/21/2025			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39015711	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/21/2025	1/21/202	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]			N/A	N/A	39586494	CTE	External
1/21/2025	1/21/202			**90**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				N/A	N/A	39586478	CTE	External
1/21/2025	1/21/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				N/A	N/A	39586476	CTE	External
1/21/2025	1/21/202			**90**	Yes							Yes	Yes				No	Yes	N/A						/A	N/A				Call the customer and offer the 18 mfp	N/A	39015309	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/22/2025	1/22/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			N/A	N/A	39015358	CTE	External
1/22/2025	1/22/202			**90**	Yes							es	Yes				Yes	Yes	N/A						/A	N/A						N/A	N/A	39015423	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/22/2025	1/22/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We should not ask if the customer wants to decline the programs but make an attempt to read the programs. Then if the customer declines we can stop.	[redacted]			/A	N/A		CTE	External
1/22/2025	1/22/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						/A	N/A	39015370	CTE	External
1/22/2025	1/22/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						/A	N/A	39015495	CTE	External
1/22/2025	1/22/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						/A	N/A	39586497	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/22/2025	1/22/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	Coaching: Agent failed to ask for both account number or phone number	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39015377	CTE	External
1/22/2025	1/22/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015505	CTE	External
1/22/2025	1/22/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A		CTE	External
1/22/2025	1/22/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015419	CTE	External
1/22/2025	1/22/202			**90**	Yes							No	Yes				Yes	Yes	N/A							N/A	Coaching: We had an opportunity t offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with sharepoint.						offer MFP.	N/A	39015521	CTE	External
1/22/2025	1/22/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586905	CTE	External
1/22/2025	1/22/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015416	CTE	External
1/22/2025	1/21/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015344	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/22/2025	1/21/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	We had an opportunity to provide the MPP Details: Which includes all of the above the payments are based on usage and can change when account is reviewed every 6 months and if 2 consecutive payments are missed it will cause the plan to break and be removed from the program.	N/A	39015353	CTE	External
1/22/2025	1/22/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: Weatherization no longer offers upgrading light bulbs to LED lighting	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015265	CTE	External
1/22/2025	1/22/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586490	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/22/2025	1/22/2025	[redacted]		**70**	Yes	[redacted]						es	Yes	[redacted]			o	Yes	N/A	[redacted]					N/A	N/A	[redacted]				IDR and MPP.	N/A	39015292	CTE	External
1/22/2025	1/21/2025	[redacted]		**80**	Yes	[redacted]						es	Yes	[redacted]			o	Yes	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/22/2025	1/21/2025	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]					OACHING: e no longer place hting	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			/A	N/A	39015512	CTE	External
1/22/2025	1/22/2025			**75**	Yes							es	Yes				Yes	Yes	N/A					/A	N/A					/A	N/A	39015429	CTE	External
1/22/2025	1/22/2025			**100**	Yes							es	Yes				Yes	Yes	N/A					/A	N/A					/A	N/A	39586569	CTE	External
1/22/2025	1/21/2025			**100**	Yes							es	Yes				Yes	Yes	N/A					oaching: we longer place led hting	N/A					/A	N/A	39586588	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/22/2025	1/22/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				/A	N/A		CTE	External
1/22/2025	1/22/202			**100**	Yes							es	Yes				Yes	Yes	N/A						/A	N/A					/A	N/A		CTE	External
1/22/2025	1/22/202			**100**	Yes							es	Yes				Yes	Yes	N/A						/A	N/A					/A	N/A	39015280	CTE	External
1/22/2025	1/22/202			**90**	Yes							es	Yes				Yes	Yes	N/A						/A	N/A					/A	N/A	39586310	CTE	External
1/22/2025	1/22/202			**100**	Yes							es	Yes				Yes	Yes	N/A						/A	N/A					/A	N/A	39586321	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/22/2025	1/22/202	[redacted]		**70**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]					We had an opportunity to offer weatherization.	We had an opportunity to offer the 18 MFP while we wait for the hardship verification.	[redacted]			/A	N/A	39015291	CTE	External
1/22/2025	1/22/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586377	CTE	External
1/22/2025	1/22/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586588	CTE	External
1/22/2025	1/22/202			**65**	No							No	No				Yes	Yes	We had an opportunity to use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"						We had an opportunity to offer weatherization.	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point				/A	N/A	39015470	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/22/2025	1/22/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586588	CTE	External
1/22/2025	1/22/202	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586627	CTE	External
1/22/2025	1/22/202	[redacted]	[redacted]	**75**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	No	[redacted]	[redacted]	[redacted]	o	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Ve had an pportunity to ffer eatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Call The customer back and offer the 18mpf	N/A	39586569	CTE	External
1/22/2025	1/22/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586580	CTE	External
1/22/2025	1/22/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586586	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/22/2025	1/22/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	39586578	CTE	External
1/22/2025	1/22/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586598	CTE	External
1/23/2025	1/22/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015328	CTE	External
1/23/2025	1/22/202			**75**	Yes							Yes	No				Yes	Yes	N/A						N/A	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.					N/A	N/A	39015452	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/2025	[redacted]	[redacted]	**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A	39586302	CTE	External
1/23/2025	1/22/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39015229	CTE	External
1/23/2025	1/23/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39586613	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/2025	[redacted]	[redacted]	**100**	Yes	[redacted]						Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015492	CTE	External
1/23/2025	1/23/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586908	CTE	External
1/23/2025	1/23/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39015397	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39015246	CTE	External
1/23/2025	1/23/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.				N/A	N/A	39015368	CTE	External
1/23/2025	1/23/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39586640	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/22/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			N/A	N/A		CTE	External
1/23/2025	1/23/2025			**85**	Yes							Yes	No				es	Yes	N/A						N/A	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				N/A	N/A	39015482	CTE	External
1/23/2025	1/23/2025			**90**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39015390	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/2025	[redacted]		**70**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]					Ve had an pportunity to ffer MPP nce account s hardship	N/A		CTE	External
1/23/2025	1/22/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					/A	N/A	39586567	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				/A	N/A		CTE	External
1/23/2025	1/23/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					/A	N/A		CTE	External
1/23/2025	1/23/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					/A	N/A	39586627	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	No	N/A	[redacted]					N/A	N/A	[redacted]		/A	N/A	39586651	CTE	External
1/23/2025	1/23/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]		/A	N/A	39586603	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	No	N/A	[redacted]						N/A	N/A	[redacted]				/A	N/A	39586651	CTE	External
1/23/2025	1/23/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]						N/A	N/A	[redacted]				all the ustomer back nd offer the 8 mfp	N/A	39586612	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A		CTE	External
1/23/2025	1/23/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39015325	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	N/A	39015483	CTE	External
1/23/2025	1/23/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/202	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586899	CTE	External
1/23/2025	1/23/202			**100**	Yes								Yes	Yes				es	Yes	N/A												N/A	N/A					N/A	N/A	39586930	CTE	External
1/23/2025	1/23/202			**100**	Yes								Yes	Yes				es	Yes	N/A												Coaching: weatherization no longer offers replacing lights with LED lighting	N/A					N/A	N/A	39015370	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586906	CTE	External
1/23/2025	1/23/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015501	CTE	External
1/23/2025	1/23/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586914	CTE	External
1/23/2025	1/23/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	the customer declined	the customer declined	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	The customer was sent link to have benefits uploaded for hardship	N/A	39015324	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	The customer took payment and addressed AH concerns.	N/A	39015324	CTE	External
1/23/2025	1/23/2025			**100**	Yes								Yes	Yes			Yes	No	N/A												N/A	N/A					N/A	N/A	39015280	CTE	External
1/23/2025	1/23/2025			**100**	Yes								Yes	Yes			Yes	Yes	N/A												N/A	N/A					N/A	N/A		CTE	External
1/23/2025	1/23/2025			**85**	Yes								Yes	Yes			No	Yes	N/A												N/A	N/A					Call back and offer the 18 mfp and provide details of the plan	N/A		CTE	External
1/23/2025	1/23/2025			**95**	Yes								Yes	Yes			Yes	Yes	N/A												N/A	N/A					N/A	N/A	39586895	CTE	External
1/23/2025	1/23/2025			**100**	Yes								Yes	Yes			Yes	Yes	N/A												N/A	N/A					N/A	N/A		CTE	External
1/23/2025	1/23/2025			**95**	Yes								Yes	Yes			Yes	Yes	N/A												N/A	N/A					N/A	N/A	39015490	CTE	External
1/23/2025	1/23/2025			**90**	Yes								Yes	Yes			No	Yes	N/A												N/A	N/A					Call the customer back and offer the 18 mfp	N/A	39015346	CTE	External
1/23/2025	1/23/2025			**100**	Yes								Yes	Yes			Yes	Yes	N/A												N/A	N/A					N/A	N/A	39015280	CTE	External
1/23/2025	1/23/2025			**100**	Yes								Yes	Yes			Yes	Yes	N/A												N/A	N/A					N/A	N/A	39015249	CTE	External
1/23/2025	1/23/2025			**100**	Yes								Yes	Yes			Yes	Yes	N/A												N/A	N/A					N/A	N/A	39015433	CTE	External
1/23/2025	1/23/2025			**100**	Yes								Yes	Yes			Yes	Yes	N/A												N/A	N/A					N/A	N/A	39015245	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/23/2025	1/23/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015257	CTE	External
1/24/2025	1/23/2025			**90**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39015450	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]					Review complete MPP program information w/ customer.	N/A	39586557	CTE	External
1/24/2025	1/23/2025			**75**	Yes							Yes	Yes				No	Yes	N/A						N/A	N/A						Need to reach back out to the customer and prequalify, also he stated he had received a shut off notice, which is actually on his gas account (57458510187) so we need to reach back out on that account as well.	N/A	39015489	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			/A	N/A	39015237	CTE	External
1/24/2025	1/24/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39015329	CTE	External
1/24/2025	1/23/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39586490	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]							We had an opportunity to provide the MPP Details: Which includes all of the above the payments are based on usage and can change when account is reviewed every 6 months and if 2 consecutive payments are missed it will cause the plan to break and be removed from the program. We didn't advise of the missing payments.	N/A	39015240	CTE	External
1/24/2025	1/23/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A							N/A	N/A		CTE	External
1/24/2025	1/24/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A							N/A	N/A	39015426	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A	39586602	CTE	External
1/24/2025	1/24/2025			**95**	Yes							Yes	Yes			Yes	Yes	N/A						N/A	N/A					/A	N/A	39015493	CTE	External
1/24/2025	1/24/2025			**95**	Yes							Yes	Yes			Yes	Yes	N/A						N/A	N/A					/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	N/A	39015493	CTE	External
1/24/2025	1/24/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	N/A	39015525	CTE	External
1/24/2025	1/24/2025			**85**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A					MPP details.	N/A	39586362	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]	[redacted]	**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A		CTE	External
1/24/2025	1/24/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015440	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]		**75**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]						N/A	N/A	N/A	39015456	CTE	External
1/24/2025	1/24/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A							N/A	N/A	39586632	CTE	External
1/24/2025	1/24/2025			**95**	Yes							Yes	Yes				Yes	No	N/A							N/A	N/A							N/A	N/A	39015346	CTE	External
1/24/2025	1/24/2025			**85**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A							Call the customer back and see if there is a medical condition in the home.	N/A	39015261	CTE	External
1/24/2025	1/24/2025			**100**	Yes							Yes	Yes				Yes	No	N/A							N/A	N/A							N/A	N/A	39015346	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A	39586322	CTE	External
1/24/2025	1/24/202			**90**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	Coaching: When providing the energy programs we want to revie each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.			/A	N/A	39015479	CTE	External
1/24/2025	1/24/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					/A	N/A	39015324	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]		**70**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]						We had an opportunity to offer weatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39586639	CTE	External
1/24/2025	1/24/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015233	CTE	External
1/24/2025	1/24/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015464	CTE	External
1/24/2025	1/24/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	Customer stated was in an apartment and would not need energy programs					N/A	N/A	39015358	CTE	External
1/24/2025	1/24/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586575	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]		**50**	Yes	[redacted]						No	No	[redacted]			o	Yes	N/A	[redacted]						Ve had an pportunity to ffer eatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			Customer call back to ask qualifying questions for hardship.	N/A	39586625	CTE	External
1/24/2025	1/24/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							/A	Coaching: we should still attempt to read the energy programs as the customer could pass along to their land lord or may know someone that could benefit from the energy programs.				N/A	N/A	39015423	CTE	External
1/24/2025	1/24/2025			**70**	Yes							No	No				es	Yes	N/A							/A	N/A					N/A	N/A	39015341	CTE	External
1/24/2025	1/24/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A					N/A	N/A	39015495	CTE	External
1/24/2025	1/24/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							/A	N/A					N/A	N/A	39586365	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]			call back to advise MPP based on usage.	N/A	39586897	CTE	External
1/24/2025	1/24/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586641	CTE	External
1/24/2025	1/24/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586531	CTE	External
1/24/2025	1/24/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							Coaching: Weatherization no longer offers replacement of lights with LED lighting.	N/A				N/A	N/A	39586630	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	When offering RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			/A	N/A		CTE	External
1/24/2025	1/24/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015711	CTE	External
1/24/2025	1/24/2025			**90**	No							es	Yes				No	Yes	We had an opportunity to use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"							N/A	Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				all the ustomer back nd provide etails for pp	N/A	39015341	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]							N/A	N/A	[redacted]				all the customer back and provide details for pp .	N/A	39586476	CTE	External
1/24/2025	1/24/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]							N/A	N/A	[redacted]				/A	N/A	39015702	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]		**85**	Yes	[redacted]						Yes	No	[redacted]			Yes	Yes	N/A	[redacted]					A	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			/A	N/A	39015291	CTE	External
1/24/2025	1/24/2025			**95**	Yes							Yes	Yes				Yes	No	N/A						A	N/A					/A	N/A	39586302	CTE	External
1/24/2025	1/24/2025			**80**	Yes							Yes	No				No	Yes	N/A						A	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				all the ustomer back nd offer the 8 mfp	N/A	39586569	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/24/2025	1/24/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586899	CTE	External
1/24/2025	1/24/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586906	CTE	External
1/24/2025	1/24/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Please ensure we are following the complete script provided in the credit help book along with share point.	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586914	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/27/2025	1/27/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	Coaching: Agent failed to ask for both account number or phone number	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015377	CTE	External
1/27/2025	1/27/2025			**100**	Yes							Yes	Yes				Yes	Yes	Coaching: Agent failed to ask for both account number or phone number							N/A	N/A				N/A	N/A	39015505	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/27/2025	1/27/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015419	CTE	External
1/27/2025	1/27/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586575	CTE	External
1/27/2025	1/27/202			**90**	Yes							Yes	Yes				Yes	Yes	Coaching: Agent failed to ask for both account number or phone number						N/A	N/A				/A	N/A	39586302	CTE	External
1/27/2025	1/27/202			**90**	Yes							Yes	Yes				Yes	Yes	N/A						COACHING USE THE SCRIPT VERBATIMS MUST BE STATED AS WRITTEN	COACHING USE THE SCRIPT VERBATIMS MUST BE STATED AS WRITTEN				/A	N/A	39586362	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/27/2025	1/27/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015483	CTE	External
1/27/2025	1/27/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015333	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/27/2025	1/27/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			A	N/A		CTE	External
1/27/2025	1/27/2025			**85**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A				A	N/A	39586362	CTE	External
1/27/2025	1/27/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A				A	N/A	39586627	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/27/2025	1/27/202	[redacted]		**60**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]						Ve had an pportunity to ffer eatherization	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39015470	CTE	External
1/27/2025	1/27/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39586575	CTE	External
1/27/2025	1/27/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015450	CTE	External
1/27/2025	1/27/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015397	CTE	External
1/27/2025	1/27/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015496	CTE	External
1/27/2025	1/27/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39015419	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/27/2025	1/27/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015489	CTE	External
1/27/2025	1/27/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39015397	CTE	External
1/27/2025	1/27/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586895	CTE	External
1/27/2025	1/27/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39015292	CTE	External
1/27/2025	1/27/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39015279	CTE	External
1/27/2025	1/27/202			**100**	Yes							Yes	Yes				Yes	No	N/A						N/A	N/A				/A	N/A	39015479	CTE	External
1/27/2025	1/27/202			**80**	Yes							Yes	Yes				Yes	No	N/A						N/A	N/A				/A	N/A	39586895	CTE	External
1/27/2025	1/27/202			**100**	Yes							Yes	Yes				Yes	No	N/A						N/A	N/A				/A	N/A	39015492	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/27/2025	1/27/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586494	CTE	External
1/27/2025	1/27/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External
1/27/2025	1/27/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015317	CTE	External
1/27/2025	1/27/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586490	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/27/2025	1/27/2025	[redacted]		**70**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39586478	CTE	External
1/27/2025	1/27/2025			**45**	Yes							No	No				No	Yes	N/A							e had an opportunity to ffer eatherization	We had an opportunity t offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.				he agent eeds to call he customer ack and see f they qualify or the 0%lidr	N/A	39012284	CTE	External
1/27/2025	1/27/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39015309	CTE	External
1/27/2025	1/27/2025			**90**	Yes							Yes	Yes				No	Yes	N/A							/A	N/A				re-qualify ith income.	N/A		CTE	External
1/27/2025	1/27/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							/A	N/A				/A	N/A	39586586	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/27/2025	1/27/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				N/A	N/A	39586603	CTE	External
1/28/2025	1/28/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A	39015397	CTE	External
1/28/2025	1/28/2025			**60**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A		CTE	External
1/28/2025	1/28/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A	39015383	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/28/2025	1/28/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						Coaching: weatherization is no longer offering to replace lights with LED lighting.	N/A	[redacted]			N/A	N/A	39015332	CTE	External
1/28/2025	1/27/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External
1/28/2025	1/28/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External
1/28/2025	1/28/2025			**90**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39015452	CTE	External
1/28/2025	1/28/2025			**90**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39015452	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/28/2025	1/28/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: weatherization no longer offers replacing lights with LED lighting.	N/A	[redacted]			N/A	N/A	39015368	CTE	External
1/28/2025	1/28/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External
1/28/2025	1/28/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586651	CTE	External
1/28/2025	1/28/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586557	CTE	External
1/28/2025	1/28/2025			**85**	Yes							Yes	Yes				No	Yes	N/A							N/A	Customer declined.				Call back needed to offer the MFP.	N/A		CTE	External
1/28/2025	1/28/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							Coaching: weatherization no longer offers replacing lights with LED lighting.	N/A				N/A	N/A	39586630	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/28/2025	1/28/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	Coaching: we only need to ask for either the account number or the phone number. If the customer provides the phone number we do not need to also ask for the account number.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586897	CTE	External
1/28/2025	1/28/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	Coaching: We need to be sure we are reading the following script verbatim including clean energy options "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586322	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/28/2025	1/28/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			N/A	N/A	39015329	CTE	External
1/28/2025	1/28/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39586598	CTE	External
1/28/2025	1/28/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39586601	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/28/2025	1/28/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A		N/A	39586641	CTE	External
1/28/2025	1/28/2025	[redacted]		**65**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]				Call back customer to Pre-Qualify for hardship and provide LIDR information. Account is eligible for MPP, provide details of MPP if they qualify hardship.	N/A	39586908	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/28/2025	1/28/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39586321	CTE	External
1/28/2025	1/28/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39015390	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/28/2025	1/28/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]						N/A	N/A	[redacted]					Call the customer back and see if they qualify for 50%	N/A	39586603	CTE	External
1/28/2025	1/28/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A						N/A	N/A	39586310	CTE	External
1/28/2025	1/28/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A						N/A	N/A	39586567	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/28/2025	1/28/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39586613	CTE	External
1/28/2025	1/28/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39586635	CTE	External
1/28/2025	1/28/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39586635	CTE	External
1/28/2025	1/28/2025			**90**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A						Call the customer and offer the 18 mfp	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/28/2025	1/28/2025	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	We need to call the customer back to provide full disconnection details.	N/A	39586607	CTE	External
1/28/2025	1/28/2025	[redacted]		**75**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	o	No	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We failed to offer weatherization.	We failed to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	N/A	N/A	39586610	CTE	External
1/28/2025	1/28/2025	[redacted]		**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/28/2025	1/28/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39586930	CTE	External
1/28/2025	1/28/2025			**80**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586895	CTE	External
1/28/2025	1/28/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586580	CTE	External
1/29/2025	1/29/2025			**90**	Yes							Yes	Yes				Yes	Yes	Coaching: Agent failed to ask for both account number or phone number							N/A	N/A					N/A	N/A	39586632	CTE	External
1/29/2025	1/29/2025			**90**	Yes							Yes	Yes				Yes	Yes	Coaching: Agent failed to ask for both account number or phone number							Coaching: we misstated the name of the program. We called it a verification program. It is weatherization .	N/A					N/A	N/A	39586303	CTE	External
1/29/2025	1/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015493	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/29/2025	1/29/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39015353	CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015440	CTE	External
1/29/2025	1/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015352	CTE	External
1/29/2025	1/29/2025			**80**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015456	CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39586588	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/29/2025	1/29/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015233	CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015344	CTE	External
1/29/2025	1/29/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A							Coaching: When offering weatherization ensure we are following the complete script and verbatim that is provided in the credit help book along with share point	Coaching: When providing the energy programs, please use the verbiage provided in the credit help book and in share point.				N/A	N/A	39015521	CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/29/2025	1/29/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	[redacted]			Call back to offer MFP	N/A	39015512	CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015702	CTE	External
1/29/2025	1/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586490	CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586627	CTE	External
1/29/2025	1/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586609	CTE	External
1/29/2025	1/29/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39586480	CTE	External
1/29/2025	1/29/2025			**15**	Yes							No	No				Yes	Yes	N/A						N/A	N/A						N/A	N/A	39015450	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/29/2025	1/29/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586480	CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	No	N/A							N/A	N/A				N/A	N/A	39015423	CTE	External
1/29/2025	1/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586930	CTE	External
1/29/2025	1/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586930	CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	No	N/A							N/A	N/A				N/A	N/A	39015492	CTE	External
1/29/2025	1/29/2025			**90**	Yes							Yes	No				Yes	No	N/A							N/A	N/A				N/A	N/A	39015490	CTE	External
1/29/2025	1/29/2025			**90**	Yes							Yes	No				Yes	No	N/A							N/A	N/A				N/A	N/A	39015490	CTE	External
1/29/2025	1/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586899	CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				The customer only wanted to make payment.	N/A	39586899	CTE	External
1/29/2025	1/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							The customer declined.	The customer declined.				N/A	N/A	39015464	CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				Third party caller making payment.	N/A	39015464	CTE	External
1/29/2025	1/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							The customer declined.	The customer declined.				N/A	N/A		CTE	External
1/29/2025	1/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586906	CTE	External
1/29/2025	1/29/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015426	CTE	External
1/29/2025	1/29/2025			**80**	Yes							No	No				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015297	CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External
1/29/2025	1/29/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015332	CTE	External
1/30/2025	1/30/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/30/2025	1/30/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]						e need to all the ustomer back o offer MFP	N/A	39586595	CTE	External
1/30/2025	1/30/2025			**70**	Yes							Yes	Yes				No	Yes	N/A						N/A	Coaching: We failed to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.					e need to ontact the ustomer to roperly creen for ardship, rovide pload nstructions nd LIDR etails.	N/A	39586480	CTE	External
1/30/2025	1/30/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A							/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/30/2025	1/30/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			es	No	Coaching: Greeting was cutting out and we did not finish saying it after customer interrupted.	[redacted]					N/A	Did not read the Solar and Battery verbatims.	[redacted]				N/A	N/A	39586625	CTE	External
1/30/2025	1/30/2025			**65**	Yes							No	No				es	No	N/A						PURA scripts Must be provided even if it a call that is being transferred	N/A				N/A	N/A		CTE	External
1/30/2025	1/30/2025			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A					N/A	N/A	39015430	CTE	External
1/30/2025	1/30/2025			**100**	Yes							Yes	Yes				es	No	N/A						N/A	N/A					N/A	N/A	39015495	CTE	External
1/30/2025	1/30/2025			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A					N/A	N/A	39015495	CTE	External
1/30/2025	1/30/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A					N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/30/2025	1/30/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	39586557	CTE	External
1/30/2025	1/30/2025			**100**	Yes							Yes	Yes				Yes	No	Coaching: Keep in mind when need to only say may I have best contact number or contact. If the customer provides phone number we do not need to ask for account. We just want to give them option to provide either one when asking for access to the account.						N/A	N/A						N/A	N/A	39586897	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/30/2025	1/30/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	N/A	39015383	CTE	External
1/30/2025	1/30/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A	N/A	39586557	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/30/2025	1/30/2025	[redacted]		**70**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39015329	CTE	External
1/30/2025	1/30/2025			**85**	Yes							Yes	Yes				No	No	N/A						N/A	N/A					N/A	N/A		CTE	External
1/30/2025	1/30/2025			**95**	Yes							Yes	Yes				Yes	No	N/A						N/A	N/A					N/A	N/A	39586599	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/30/2025	1/30/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39586610	CTE	External
1/30/2025	1/30/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015483	CTE	External
1/30/2025	1/30/2025			**85**	Yes							Yes	Yes				Yes	No	N/A							N/A	N/A						N/A	N/A		CTE	External
1/30/2025	1/30/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015383	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/30/2025	1/30/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	Coaching: Customer provided the phone # on acct, but we search with the # in MAX which caused a delay in locating acct.	[redacted]					/A	N/A	[redacted]			/A	N/A	39586610	CTE	External
1/30/2025	1/30/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39586601	CTE	External
1/30/2025	1/30/2025			**90**	Yes							Yes	Yes				Yes	No	N/A						URA scripts ust be read rom helpbook nd have hanged	N/A				/A	N/A	39015331	CTE	External
1/30/2025	1/30/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39586632	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/30/2025	1/30/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					Coaching: Use verbatim scripting advising including little or no cost to you with Weatherization	Coaching: Use verbatim scripting	[redacted]			/A	N/A	39015341	CTE	External
1/30/2025	1/30/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586613	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/30/2025	1/30/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				N/A	N/A	39015702	CTE	External
1/31/2025	1/31/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A	39015525	CTE	External
1/31/2025	1/31/2025			**75**	Yes							Yes	No				Yes	Yes	N/A						/A	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.					N/A	N/A	39586563	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/31/2025	1/31/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39586480	CTE	External
1/31/2025	1/31/2025			**100**	Yes							Yes	Yes				es	No	N/A							N/A	N/A						N/A	N/A	39015257	CTE	External
1/31/2025	1/31/2025			**100**	Yes							Yes	Yes				es	No	N/A							N/A	N/A						N/A	N/A		CTE	External
1/31/2025	1/31/2025			**100**	Yes							Yes	Yes				es	No	N/A							N/A	N/A						N/A	N/A		CTE	External
1/31/2025	1/31/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A						N/A	N/A	39586603	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/31/2025	1/31/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	No	N/A	[redacted]						N/A	N/A	[redacted]		/A	N/A	39586603	CTE	External
1/31/2025	1/31/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A			/A	N/A		CTE	External
1/31/2025	1/31/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A			/A	N/A	39015702	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/31/2025	1/31/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	N [redacted]			/A	N/A	39586609	CTE	External
1/31/2025	1/31/2025			**100**	Yes							Yes	Yes				es	No	N/A						N/A	N/A	N			/A	N/A	39586598	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/31/2025	1/31/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				N/A	N/A	39015229	CTE	External
1/31/2025	1/31/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A	39586640	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/31/2025	1/31/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]	/A	N/A	[redacted]				N/A	N/A	39015229	CTE	External
1/31/2025	1/31/2025			**100**	Yes							Yes	Yes				Yes	No	N/A		/A	N/A					N/A	N/A	39586640	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
1/31/2025	1/31/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]						N/A	Coaching: W should start reading the Solar and Battery script right after weatherizatio so we don't miss getting those said.	[redacted]			N/A	N/A	39586563	CTE	External
1/31/2025	1/31/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A							N/A	N/A		CTE	External
1/31/2025	1/31/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A							N/A	N/A	39586602	CTE	External
1/31/2025	1/31/2025			**100**	Yes							Yes	Yes			Yes	No	N/A							N/A	coaching: use full verbatim script do not skip anything							N/A	N/A	39586321	CTE	External
2/5/2025	2/5/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A							N/A	N/A	39015346	CTE	External
2/5/2025	2/5/2025			**95**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A							N/A	N/A	39015423	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/7/2025	2/7/2025	[redacted]		**55**	No	[redacted]						Yes	Yes	[redacted]			No	Yes	We failed to complete the full CSD greeting. We did not give the clean energy option part of the greeting.	[redacted]							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			ll back ded to er MFP and dical otection.	N/A	39015512	CTE	External
2/7/2025	2/7/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]							Coaching: We failed to offer RRES. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			A	N/A	39015280	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/7/2025	2/7/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			/A	N/A	39015493	CTE	External
2/7/2025	2/7/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						/A	N/A	39015346	CTE	External
2/11/2025	2/11/2025			**95**	Yes							Yes	Yes				es	No	N/A						N/A	N/A						/A	N/A	39015352	CTE	External
2/11/2025	2/11/2025			**90**	Yes							Yes	No				es	No	N/A						N/A	didn't read CRO script						/A	N/A	39015521	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/3/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				/A	N/A	39015249	CTE	External
2/12/2025	2/3/2025			**90**	Yes							Yes	Yes				No	Yes	N/A							N/A	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.				all the ustomer back nd provide etails for pp	N/A	39015261	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/3/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015416	CTE	External
2/12/2025	2/4/2025			**90**	Yes							es	Yes				No	Yes	N/A							N/A	N/A				e had an portunity to ovide the PP Details: hich cludes all of e above the yments are sed on age and can hange when count is viewed very 6 onths and if consecutive yments are issed it will use the plan break and e removed om the ogram.	N/A	39015328	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/4/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]			A	N/A	[redacted]			e had an opportunity to rovide the PP Details: hich ncludes all of he above the ayments are ased on sage and can hange when ccount is eviewed very 6 onths and if consecutive ayments are issed it will ause the plan break and e removed om the rogram.	N/A	39586480	CTE	External
2/12/2025	2/5/2025			**80**	Yes							Yes	Yes				No	Yes	N/A				A	N/A				/A	N/A	39015452	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/5/2025	[redacted]		**75**	Yes	[redacted]						Yes	Yes	[redacted]					N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39586905	CTE	External
2/12/2025	2/5/2025			**100**	Yes							Yes	Yes						N/A						N/A	N/A					N/A	N/A	39586557	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/6/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]			We had an opportunity to provide the MPP Details: Which includes all of the above the payments are based on usage and can change when account is reviewed every 6 months and if 2 consecutive payments are missed it will cause the plan to break and be removed from the program.	N/A	39015450	CTE	External
2/12/2025	2/6/2025	[redacted]		**70**	Yes	[redacted]						es	No	[redacted]			No	Yes	N/A	[redacted]						N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			LIDR/ REVIEW OFFICER STATEMENT .	N/A	39015330	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/6/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				A	N/A	39586985	CTE	External
2/12/2025	2/12/2025			**55**	Yes							No	No				Yes	Yes	N/A							We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.					A	N/A	39015433	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/3/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]						N/A	N/A	39015237	CTE	External
2/12/2025	2/6/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A							N/A	N/A	39586567	CTE	External
2/12/2025	2/7/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A							N/A	N/A	39015216	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/4/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					/A	N/A	[redacted]					all back to ive details on PP, advised f website for r to place edical on lectric ccount.	N/A	39586497	CTE	External
2/12/2025	2/4/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	Coaching: Agent failed to ask for both account number or phone number	[redacted]					/A	N/A	[redacted]					/A	N/A	39015377	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/7/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39015352	CTE	External
2/12/2025	2/7/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A						N/A	N/A	39586981	CTE	External
2/12/2025	2/7/2025			**95**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A						N/A	N/A	39586490	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/7/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]						N/A	N/A	39015489	CTE	External
2/12/2025	2/3/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							Coaching: Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A					N/A	N/A	39015479	CTE	External
2/12/2025	2/3/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A							N/A	N/A	39586588	CTE	External
2/12/2025	2/3/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A							N/A	N/A	39015383	CTE	External
2/12/2025	2/4/2025			**100**	Yes							Yes	Yes				es	Yes	Coaching: Agent failed to ask for both account number or phone number							N/A	N/A							N/A	N/A	39015505	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/4/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	39015419	CTE	External
2/12/2025	2/4/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A				N/A	N/A	39015329	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/4/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]						N/A	N/A	39586310	CTE	External
2/12/2025	2/4/2025			**95**	Yes							es	Yes				es	Yes	Coaching: Customer did not hear the greeting we could have repeated the opening for the customer.							N/A	N/A							N/A	N/A	39586974	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/4/2025	[redacted]		**80**	Yes	[redacted]						es	Yes	[redacted]				Yes	Yes	N/A	[redacted]						oaching: We ailed to offer RES. Please nsure we are ollowing the omplete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	N/A	[redacted]				A	N/A	39586321	CTE	External
2/12/2025	2/5/2025			**100**	Yes							es	Yes					Yes	Yes	N/A							/A	N/A				A	N/A	39015233	CTE	External
2/12/2025	2/5/2025			**100**	Yes							es	Yes					Yes	Yes	N/A							/A	N/A				A	N/A	39015353	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/5/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	N/A	39015483	CTE	External
2/12/2025	2/5/2025			**90**	Yes							Yes	Yes				No	Yes	N/A						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A				Call back to offer medical	N/A	39015333	CTE	External
2/12/2025	2/4/2025			**85**	Yes							No	Yes				Yes	Yes	N/A						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A				N/A	N/A	39586641	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/5/2025	[redacted]		**85**	Yes	[redacted]						o	Yes	[redacted]			Yes	Yes	N/A	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			N/A	N/A	39015344	CTE	External
2/12/2025	2/5/2025	[redacted]		**90**	No	[redacted]						es	Yes	[redacted]			Yes	Yes	We had an opportunity to use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015265	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/5/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in sharepoint.	N/A	[redacted]			ustomer call ack needed o offer edical rotection.	N/A	39015358	CTE	External
2/12/2025	2/5/2025			**95**	Yes							Yes	Yes				No	Yes	N/A								N/A	N/A					ustomer call ack needed o provide all etails of the PP. The lan is based n usage and an increase r decrease hen eviewed very 6 onths.	N/A	39015525	CTE	External
2/12/2025	2/5/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A								N/A	N/A					/A	N/A	39015370	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/5/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015332	CTE	External
2/12/2025	2/6/2025			**50**	No							No	No				Yes	Yes	We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" We can circled back if interrupted. Minute marker 00.43.						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				/A	N/A	39586625	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/7/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]						Customer interrupted during RRES customer has solar. We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			/A	N/A	39586976	CTE	External
2/12/2025	2/7/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A				/A	N/A	39586563	CTE	External
2/12/2025	2/7/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A							Owner of the home is not interested in solar programs.	N/A				/A	N/A	39015344	CTE	External
2/12/2025	2/7/2025			**95**	Yes							Yes	Yes			Yes	Yes	N/A							Coaching: Follow the verbiage provided in the credit help book and on share point.	N/A				/A	N/A	39015479	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/7/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				/A	N/A	39586588	CTE	External
2/12/2025	2/10/2025			**55**	Yes							No	No				No	Yes	N/A						Ve had an pportunity to ffer RRES nd ESS. lease ensure e are ollowing the omplete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.					ustomer call ack needed o provide IDR, MPP nd additional rograms.	N/A	39586976	CTE	External
2/12/2025	2/10/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						oaching: When rroviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point.	N/A				/A	N/A	39586625	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/10/2025	[redacted]		**60**	Yes	[redacted]						No	No	[redacted]			No	Yes	N/A	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]				customer call back to confirm what will be needed from CAA, LIDR and additional programs.	N/A	39015378	CTE	External
2/12/2025	2/11/2025			**85**	No							Yes	Yes				Yes	Yes	When a call come in as CT Credit, we must open the call with correct greeting. Minute marker 00.01. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" We provided the greeting minute marker 11.59.							N/A	N/A				/A	N/A	39015625	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance
2/12/2025	2/11/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	No	Yes
2/12/2025	2/4/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes

1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
Coaching: When a call comes in under CT Credit we must use the Credit greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" Minute marker 00.02	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]	[redacted]	[redacted]	ustomer call ack needed o offer edical rotection.	N/A	39015604	CTE	External
N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586607	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/5/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]							N/A	N/A	[redacted]					We need to call the customer back to accurately screen for hardship and advise MPP	N/A	39586609	CTE	External
2/12/2025	2/5/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A								N/A	N/A					N/A	N/A	39586601	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/5/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39586599	CTE	External
2/12/2025	2/5/2025			**95**	Yes							Yes	Yes			Yes	Yes	N/A						N/A	N/A				N/A	N/A	39586595	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/7/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	N/A	N/A	39586613	CTE	External
2/12/2025	2/7/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586321	CTE	External
2/12/2025	2/7/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	o	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We need to call the customer back to provide full MPP details.	N/A	39586310	CTE	External
2/12/2025	2/11/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015383	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/12/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586641	CTE	External
2/12/2025	2/3/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015245	CTE	External
2/12/2025	2/3/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39586575	CTE	External
2/12/2025	2/3/2025			**90**	Yes							Yes	No				Yes	Yes	N/A							N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.					/A	N/A	39015341	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/12/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015257	CTE	External
2/12/2025	2/4/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015496	CTE	External
2/12/2025	2/4/2025			**75**	Yes							No	No				Yes	Yes	N/A							We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity provide the review offic statement. Please ensur we are following th complete script provided for the Review Officer Statement which is located in th credit help book along with share point.				/A	N/A	39586478	CTE	External
2/12/2025	2/4/2025			**90**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A			all the ustomer back nd off the 18 fp	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/4/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			Yes	Yes	N/A	[redacted]						N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39015309	CTE	External
2/12/2025	2/4/2025			**90**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A					provide details for the 18 mfp	N/A	39015291	CTE	External
2/12/2025	2/4/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586580	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/4/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586586	CTE	External
2/12/2025	2/5/2025			**70**	Yes							No	No				es	Yes	N/A						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.					/A	N/A	39586476	CTE	External
2/12/2025	2/5/2025			**95**	Yes							Yes	Yes				es	Yes	N/A						Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A				/A	N/A	39586569	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/5/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39586598	CTE	External
2/12/2025	2/5/202			**70**	Yes							No	No			No	Yes	N/A							We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				Call the customer back and advise the customer of the details	N/A	39586603	CTE	External
2/12/2025	2/6/202			**90**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586895	CTE	External
2/12/2025	2/6/202			**65**	Yes							Yes	Yes			No	Yes	N/A							N/A	N/A				offer the 18 mfp	N/A	39586899	CTE	External
2/12/2025	2/6/202			**100**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586930	CTE	External
2/12/2025	2/6/202			**100**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586906	CTE	External
2/12/2025	2/6/202			**100**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586914	CTE	External
2/12/2025	2/6/202			**100**	Yes							Yes	Yes			Yes	Yes	N/A							N/A	N/A				N/A	N/A	39587006	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/6/2025	[redacted]		**85**	Yes	[redacted]						o	Yes	[redacted]			Yes	Yes	N/A	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			N/A	N/A	39587005	CTE	External
2/12/2025	2/7/2025	[redacted]		**70**	Yes	[redacted]						cs	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]			Call the customer back and see if they can qualify for 50%	N/A	39586495	CTE	External
2/12/2025	2/7/2025	[redacted]		**95**	Yes	[redacted]						cs	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			Provide the correct information or mpp	N/A	39586984	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/7/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39015249	CTE	External
2/12/2025	2/7/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015261	CTE	External
2/12/2025	2/7/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015322	CTE	External
2/12/2025	2/7/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015245	CTE	External
2/12/2025	2/7/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015245	CTE	External
2/12/2025	2/10/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015257	CTE	External
2/12/2025	2/10/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586575	CTE	External
2/12/2025	2/10/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A					N/A	N/A	39015341	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/10/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]							N/A	N/A	[redacted]				N/A	N/A	39015496	CTE	External
2/12/2025	2/6/2025			**95**	Yes							Yes	Yes				es	Yes	N/A								N/A	N/A					N/A	N/A	39586476	CTE	External
2/12/2025	2/10/2025			**90**	Yes							Yes	Yes				o	Yes	N/A								N/A	N/A					Call the customer back and offer the 18mfp	N/A	39586478	CTE	External
2/12/2025	2/10/2025			**95**	Yes							Yes	Yes				o	Yes	N/A								N/A	N/A					Call the customer back and provide the details for mpp	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/10/2025	[redacted]	[redacted]	**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			/A	N/A	39015309	CTE	External
2/12/2025	2/10/2025			**90**	Yes							Yes	Yes				No	Yes	N/A						N/A	N/A				all the ustomer back e if there is ny medical ssues in the ome	N/A	39015321	CTE	External
2/12/2025	2/10/2025			**90**	Yes							Yes	No				Yes	Yes	N/A						N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				/A	N/A	39015291	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/10/2025	[redacted]		**80**	Yes	[redacted]						No	Yes	[redacted]			No	Yes	N/A	[redacted]						had an portunity to r RRES ESS. ase ensure are owing the nplete ipt vided for se energy grams ich is ated in the dit help k along h share nt.	N/A	[redacted]			Call the customer back and provide details for mpp	N/A	39015470	CTE	External
2/12/2025	2/11/2025			**90**	Yes							Yes	Yes				No	Yes	N/A							A	N/A				Call the customer back and ask the customer is there was a serious or life threating condition in the home due to the customer being over income for hardship.	N/A	39586569	CTE	External
2/12/2025	2/11/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A							A	N/A				N/A	N/A	39586580	CTE	External
2/12/2025	2/11/2025			**90**	Yes							Yes	Yes				No	Yes	N/A							A	N/A				Call the customer back and offer the 18 mfp	N/A	39586586	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/12/2025	2/11/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586578	CTE	External
2/13/2025	2/11/2025			**85**	Yes							es	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586598	CTE	External
2/13/2025	2/5/2025			**100**	Yes							es	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586365	CTE	External
2/13/2025	2/6/2025			**95**	Yes							es	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586632	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/6/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					oaching: When roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point. ot just sking if the ustomer ants to hear bout the rograms.	N/A	[redacted]			N/A	N/A	39586897	CTE	External
2/13/2025	2/5/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A							N/A	N/A	39015711	CTE	External
2/13/2025	2/6/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A							N/A	N/A	39586975	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/6/20	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015215	CTE	External
2/13/2025	2/6/20	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015237	CTE	External
2/13/2025	2/6/20	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015246	CTE	External
2/13/2025	2/6/20	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39015292	CTE	External
2/13/2025	2/6/20	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586923	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/6/2025	[redacted]		**95**	Yes	[redacted]						s	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39586968	CTE	External
2/13/2025	2/6/2025			**85**	Yes							s	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586973	CTE	External
2/13/2025	2/6/2025			**85**	Yes							s	No				Yes	Yes	N/A						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				N/A	N/A	39015278	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/7/2025	[redacted]		**65**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	N/A	[redacted]					

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/7/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					A	N/A	[redacted]			/A	N/A	39586640	CTE	External
2/13/2025	2/7/2025			**80**	Yes							Yes	Yes				es	Yes	N/A						A	N/A				/A	N/A	39586635	CTE	External
2/13/2025	2/7/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						A	N/A				/A	N/A	39586627	CTE	External
2/13/2025	2/10/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						A	N/A				/A	N/A	39015352	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/11/202	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015492	CTE	External
2/13/2025	2/11/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						Coaching: Please use the script when offering the energy programs.	N/A				N/A	N/A	39015353	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/11/202	[redacted]		**90**	Yes	[redacted]						s	No	[redacted]			es	Yes	N/A	[redacted]						baching: ease use ript when fering the ergy ograms to ake sure we ovide dividual formation r each ogram.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39015521	CTE	External
2/13/2025	2/11/202	[redacted]		**85**	Yes	[redacted]						s	Yes	[redacted]			es	Yes	N/A	[redacted]						/A	N/A	[redacted]			N/A	N/A	39586627	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/11/2025	[redacted]		**90**	Yes	[redacted]						es	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]			ffer mPP etails.	N/A	39586923	CTE	External
2/13/2025	2/11/2025	[redacted]		**75**	Yes	[redacted]						es	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]			ffer MFP.	N/A	39586635	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/12/2025	[redacted]		**85**	Yes	[redacted]						cs	Yes	[redacted]			o	Yes	N/A	[redacted]							N/A	N/A	[redacted]						No will need to cb to check on benefits for 50%LIDR EMAIL SENT 2/12	N/A	39586905	CTE	External
2/13/2025	2/12/2025			**90**	Yes							cs	No				o	Yes	N/A								N/A	COACHING: WE DO NOT PROACTIVELY OFFER COMPANY REVIEW OFFICER.					We May want to do a courtesy cb to advise MPP eligible come next bill and that they possibly would qualify BBW	N/A	39015328	CTE	External
2/13/2025	2/13/2025			**100**	Yes							cs	Yes				es	Yes	N/A								N/A	N/A					N/A	N/A	39015297	CTE	External
2/13/2025	2/6/2025			**55**	Yes							o	No				o	Yes	Coaching: Agent failed to ask for both account number or phone number							We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				Call back to give full details of MPP	N/A	39015623	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/12/202	[redacted]		**80**	Yes	[redacted]						es	Yes	[redacted]			No	Yes	N/A	[redacted]							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			We need to provide information on MFP while we wait for account to be hardship verified and MPP once account is hardship verified.	N/A	39015440	CTE	External
2/13/2025	2/12/202			**75**	Yes							es	Yes				Yes	Yes	N/A								N/A	N/A					N/A	N/A	39586365	CTE	External
2/13/2025	2/13/202			**100**	Yes							es	Yes				Yes	Yes	N/A								N/A	N/A					N/A	N/A	39586557	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/13/202	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	Coaching: W had an opportunity offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	[redacted]			/A	N/A	39015464	CTE	External
2/13/2025	2/13/202			**85**	Yes							Yes	Yes				o	Yes	N/A						/A	N/A					e had an portunity to fer MPP nce account hardship e had an portunity to operly route e account: nytime we equalify the stomer for S and the 90 hasn't eviously een used we eed to route e account.	N/A	39015452	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/6/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39586908	CTE	External
2/13/2025	2/13/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015711	CTE	External
2/13/2025	2/13/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015331	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/13/2025	[redacted]		**90**	Yes	[redacted]						es	No	[redacted]				Yes	Yes	N/A	[redacted]					N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39015246	CTE	External
2/13/2025	2/13/2025	[redacted]		**90**	Yes	[redacted]						es	No	[redacted]				Yes	Yes	N/A	[redacted]					N/A	We had an opportunity to offer review officer. Minute marker 11.03.	[redacted]			N/A	N/A	39015479	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/13/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]					N/A	N/A	[redacted]				e need to ll the stomer back advise to ntact CAA r bill sistance and at the count is rrently on PP.	N/A	39586607	CTE	External
2/13/2025	2/11/202			**95**	Yes							Yes	Yes				o	Yes	N/A						N/A	N/A					ll the stomer back d provide e correct tails for pp	N/A	39586603	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/13/202	[redacted]		**60**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					/A	N/A	[redacted]			Call the customer back and finish the process for pre-qualify for hardship	N/A	39586899	CTE	External
2/13/2025	2/13/202	[redacted]		**60**	Yes	[redacted]						No	No	[redacted]			No	Yes	N/A	[redacted]					Ve had an pportunity to ffer RRES nd ESS. lease ensure e are ollowing the omplete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			Customer call back needed to prequalify, provide how to upload/send documents and offer additional programs.	N/A	39015358	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/13/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]			/A	N/A	[redacted]			/A	N/A	39586640	CTE	External
2/13/2025	2/13/2025			**100**	Yes							Yes	Yes			Yes	Yes	N/A				eclined.	N/A				/A	N/A	39015525	CTE	External
2/13/2025	2/7/2025			**80**	Yes							Yes	Yes			No	Yes	N/A				/A	N/A				e need to all the ustomer back nd offer MPP	N/A	39586599	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/10/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						/A	N/A	[redacted]				We need to call the customer back to advise MPP details.	N/A	39586609	CTE	External
2/13/2025	2/13/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							eclined OA.	N/A					N/A	N/A	39586588	CTE	External
2/13/2025	2/13/2025			**75**	Yes							Yes	Yes				No	Yes	N/A							/A	N/A					We need to call the customer back to properly advise LIDR.	N/A	39586310	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/13/2025	[redacted]		**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586930	CTE	External
2/13/2025	2/13/2025			**80**	Yes							Yes	No				es	Yes	N/A											N/A	We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				N/A	N/A	39586321	CTE	External
2/13/2025	2/13/2025			**60**	Yes							No	No				o	Yes	N/A											We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.			Call the customer back and offer the correctly plan or the account.	N/A	39586906	CTE	External
2/13/2025	2/13/2025			**100**	Yes							Yes	Yes				es	Yes	N/A											N/A	N/A				N/A	N/A	39587006	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/13/2025	2/13/202	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					/A	N/A	[redacted]				all the ustomer back nd provide he details for pp	N/A	39587005	CTE	External
2/14/2025	2/7/202	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				/A	N/A	39586497	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/7/202	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015377	CTE	External
2/14/2025	2/7/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015419	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/7/20	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	N/A	39015483	CTE	External
2/14/2025	2/7/20			**85**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	N/A	39015333	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/7/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	Y[redacted]			Yes	Yes	N/A	[redacted]					/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	N[redacted]			N/A	N/A	39015505	CTE	External
2/14/2025	2/7/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	Y[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	N[redacted]			N/A	N/A	39015332	CTE	External
2/14/2025	2/7/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	Y[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	N[redacted]			N/A	N/A	39586651	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/7/20	[redacted]		**85**	No	[redacted]						Yes	Yes	[redacted]			No	Yes	We had an opportunity t use the prop CSR Greetin "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energ Options & weatherizati program that might benefi you, Can I a you a few questions to determine if you may qualify?"	[redacted]					/A	N/A	[redacted]			Call back to advise if 2 missed payments on MPP plan will drop	N/A	39015644	CTE	External
2/14/2025	2/13/20			**85**	Yes							Yes	Yes				No	Yes	N/A					/A	Couldn't complete ca dropped.				We need to call the customer back and advise that we completed the ticket to remove form NS and her balance is now at the 205.00 and to make sure she has the website nformation to end in updated medical orms.	N/A	39015343	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/14/20	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015390	CTE	External
2/14/2025	2/10/20			**60**	Yes							Yes	Yes				o	Yes	N/A							N/A	N/A				Should have routed to L90 after prequalifying for hardship. No need for a call back as account has now been coded for HS.	N/A	39015428	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/10/202	[redacted]		**55**	Yes	[redacted]						No	No	[redacted]			es	Yes	Coaching: Agent failed to ask for both account number or phone number	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39015480	CTE	External
2/14/2025	2/10/202	[redacted]		**70**	No	[redacted]						No	No	[redacted]			es	Yes	We had an opportunity to use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherizatio program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39015363	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/10/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				N/A	39015265	CTE	External
2/14/2025	2/10/202			**90**	Yes							Yes	Yes				No	Yes	N/A						/A	N/A			l back to r MFP	N/A	39015397	CTE	External
2/14/2025	2/10/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				N/A	39015237	CTE	External
2/14/2025	2/10/202			**55**	No							No	No				Yes	Yes	We had an opportunity use the prop CSR Greeti "We have special assistance programs, protections, and discoun rates for financial hardship customers a well as a Clean Energ Options & weatherizati program tha might benef you, Can I a you a few questions to determine if you may qualify?"					e had an opportunity to ffer RRES nd ESS. lease ensure e are llowing the omplete cript rovided for ese energy rograms hich is cated in the redit help ook along ith share oint.	We had an opportunity t provide the review office statement. Please ensur we are following th complete script provided for the Review Officer Statement which is located in th credit help book along with share point.					N/A	39015619	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/14/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	N	[redacted]					N/A	N/A	N/A	N/A	39586973	CTE	External
2/14/2025	2/14/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A	e k p t c a e d 8					N/A	N/A	N/A	N/A	39586968	CTE	External
2/14/2025	2/10/202			**75**	Yes							No	No				es	Yes	N/A						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	N					N/A	N/A	N/A	N/A	39015278	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/11/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	N/A	39586897	CTE	External
2/14/2025	2/11/2025			**80**	Yes							Yes	Yes				No	Yes	N/A						N/A	N/A						N/A	Call back for 50% LIDR and offer MFP	N/A	39015416	CTE	External
2/14/2025	2/13/2025			**80**	Yes							Yes	Yes				No	Yes	N/A						N/A	N/A						N/A	We had an opportunity to provide the low income discount rate information and details after pre-qualifying the customer for hardship. Always follow the verbiage provided in the credit help book and on share point.	N/A	39586908	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/11/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015377	CTE	External
2/14/2025	2/11/2025			**75**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A				all back to sk about edical as as OIG for S	N/A	39015333	CTE	External
2/14/2025	2/11/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				/A	N/A	39015332	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/11/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39586632	CTE	External
2/14/2025	2/11/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39586497	CTE	External
2/14/2025	2/11/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015483	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/13/20	[redacted]			Yes	Yes	[redacted]						Yes	No	[redacted]			Yes	COACHING: We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" ~ anytime the greeting is interupted we need to circle back and provide.	N	[redacted]					

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/11/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			No	Yes	N/A	[redacted]															all back to ive MPP etails	N/A	39586651	CTE	External
2/14/2025	2/11/2025			**100**	Yes							es	Yes				Yes	Yes	N/A															/A	N/A	39015346	CTE	External
2/14/2025	2/11/2025			**100**	Yes							es	Yes				Yes	Yes	N/A															/A	N/A	39015423	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/12/2025	C	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	cs	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option including the website for each program individually Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015493	CTE	External
2/14/2025	2/12/2025	C	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015280	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review	3.1 Update	3.2 Documentation & followed proper	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/14/202	[redacted]		**85**	Yes	[redacted]						s	Yes	[redacted]		o	Yes	N/A	c f n c s o t i o a b i t r c f i a	[redacted]			A	N/A	[redacted]			We need to call the customer back to advise the correct information about NS< advise CAA and how to upload the benefit letter for hardship renewal.	N/A	39586613	CTE	External
2/14/2025	2/14/202	[redacted]		**100**	Yes	[redacted]						s	Yes	[redacted]		es	Yes	N/A	[redacted]	[redacted]			/A	N/A	[redacted]			N/A	N/A	39586578	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/12/2025	[redacted]		**85**	No	[redacted]						Yes	Yes	[redacted]			Yes	Yes	We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" We did not mention energy programs.	[redacted]						baching: hen oviding the ergy ograms we ant to review ch program dividually ith the stomer ong with the nefits of ch program tion. Please e the rbiage ovided in e credit help ok and in are point	N/A	i t			N/A	N/A	39015512	CTE	External
2/14/2025	2/12/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A							baching: hen oviding the ergy ograms we ant to review ch program dividually ith the stomer ong with the nefits of ch program tion. Please e the rbiage ovided in e credit help ok and in are point ot just ying there is website for at.	N/A				N/A	N/A	39015237	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/12/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]				/A	N/A	[redacted]					N/A	N/A	39015278	CTE	External
2/14/2025	2/14/2025			**100**	Yes							Yes	Yes				es	Yes	N/A					/A	N/A						N/A	N/A	39015297	CTE	External
2/14/2025	2/14/2025			**100**	Yes							Yes	Yes				es	Yes	N/A					/A	N/A						N/A	N/A	39015325	CTE	External
2/14/2025	2/14/2025			**100**	Yes							Yes	Yes				es	Yes	N/A					/A	N/A	t					N/A	N/A	39015383	CTE	External
2/14/2025	2/14/2025			**80**	Yes							Yes	Yes				o	Yes	N/A					/A	N/A						Call the customer back and provide the details for mpp	N/A	39015240	CTE	External
2/14/2025	2/14/2025			**100**	Yes							Yes	Yes				es	No	N/A					/A	N/A						N/A	N/A	39015280	CTE	External
2/14/2025	2/14/2025			**100**	Yes							Yes	Yes				es	No	N/A					/A	N/A						N/A	N/A	39015493	CTE	External
2/14/2025	2/14/2025			**95**	Yes							Yes	Yes				es	Yes	N/A					/A	N/A						N/A	N/A	39015525	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/14/2025	[redacted]		**80**	Yes	[redacted]						Yes	No	[redacted]			es	No	N/A	[redacted]						N/A	failed to read CRO script. We should avoid having side conversation to ensure we are following the call follow and given all options.	N	[redacted]			N/A	N/A	39015346	CTE	External
2/14/2025	2/14/2025			**100**	Yes							Yes	Yes				es	No	N/A							N/A	N/A	N				N/A	N/A	39015419	CTE	External
2/14/2025	2/14/2025			**95**	Yes							Yes	Yes				es	No	N/A							N/A	N/A	N				N/A	N/A	39015479	CTE	External
2/14/2025	2/14/2025			**95**	Yes							Yes	Yes				es	No	N/A							N/A	N/A	N				N/A	N/A	39015492	CTE	External
2/14/2025	2/14/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A	G v				N/A	N/A	39015604	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on	2.2.2 Offer New Start (If Not Heating or NOT between Nov	2.2.3 Offer 18 month, Monthly Flat	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/14/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015249	CTE	External
2/14/2025	2/14/2025			**70**	Yes							No	No			Yes	Yes	N/A							We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.						/A	N/A	39015378	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/14/202	[redacted]		**65**	No	[redacted]						No	No	[redacted]			No	Yes	We had an opportunity t use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherizatio program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]								We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			Call back to advise check stubs	N/A	39015617	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/14/2025	[redacted]		**50**	No	[redacted]						No	No	[redacted]			Yes	Yes	We had an opportunity t use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherizatio program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]									We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39015619	CTE	External
2/14/2025	2/14/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A									N/A	N/A					N/A	N/A	39015419	CTE	External
2/14/2025	2/14/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A									N/A	N/A					N/A	N/A	39015599	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/14/202	[redacted]		**50**	Yes	[redacted]						No	No	[redacted]			No	Yes	N/A	[redacted]					We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity provide the review office statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			Call the customer back and provide details for new start.	N/A	39015261	CTE	External
2/14/2025	2/14/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					Coaching: We had an opportunity to offer ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			Call back to advise MPP 2 missed payments will drop.	N/A	39015428	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/14/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				N/A	N/A	39015433	CTE	External
2/14/2025	2/14/202			**80**	Yes							Yes	Yes				Yes	Yes	N/A						oaching: When roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point.	N/A				N/A	N/A	39015329	CTE	External
2/14/2025	2/14/202			**85**	Yes							Yes	Yes				No	Yes	N/A						/A	N/A					Call the customer back and offer the 18 mfp	N/A	39015245	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/14/2025	2/14/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]			N/A	N/A	39015324	CTE	External
2/14/2025	2/14/2025			**90**	Yes							Yes	Yes				No	Yes	N/A						/A	N/A				Call the customer back and offer mpp	N/A	39586575	CTE	External
2/17/2025	2/13/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				N/A	N/A	39586567	CTE	External
2/17/2025	2/17/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				N/A	N/A	39015229	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/13/202	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]						N/A	N/A	[redacted]				We had an opportunity to recap / walk the recap on this call. This customer had a disconnect date of 02/11/25. It's mandatory that if the customer calls on or after their disconnect date to advise that the services are not a guarantee.	N/A	39015216	CTE	External
2/17/2025	2/14/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			N/A	N/A	39586641	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/14/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A		CTE	External
2/17/2025	2/17/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015391	CTE	External
2/17/2025	2/17/202	[redacted]	[redacted]	**70**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	No	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Ve had an pportunity to ffer RRES nd ESS. lease ensure e are ollowing the omplete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	N/A	N/A	39015480	CTE	External
2/17/2025	2/13/202	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015450	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	Coaching: THANK YO FOR CALLING EVERSOUR E. MY NAME IS _____ _____. WE HAVE SPECIAL ASSISTANC E PROGRAMS PROTECTIO NS AND LOW INCOME DISCOUNT RATES FOR FINANCIAL HARDSHIP CUSTOMER S. AS WELL AS CLEAN ENERGY OPTIONS AND WEATHERI ATION PROGRAMS THAT MIGHT BENEFIT YOU, CAN I ASK YOU A FEW QUESTIONS TO DETERMINE	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	oaching: hen oviding the ergy ograms we nt to review ch program dividually th the stomer ng with the nefits of ch program tion. Please e the rbiage ovided in e credit help ok and in are point.	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015492	CTE	External
2/17/2025	2/17/202	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	oaching: hen oviding the ergy ograms we nt to review ch program dividually th the stomer ng with the nefits of ch program tion. Please e the rbiage ovided in e credit help ok and in are point.	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015501	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/202	[redacted]		**100**	Yes	[redacted]							Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			N/A	N/A	39015440	CTE	External
2/17/2025	2/14/202	[redacted]		**90**	Yes	[redacted]							Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/202	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			A	N/A		CTE	External
2/17/2025	2/17/202			**75**	Yes							No	Yes				No	Yes	Coaching: We should read the greeting at the beginning of the call before asking for account/phone number.		We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A				l back to er MFP as t yet gible for PP	N/A	39015265	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			/A	N/A	39015368	CTE	External
2/17/2025	2/17/202			**85**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				/A	N/A	39015257	CTE	External
2/17/2025	2/17/202			**85**	Yes							Yes	Yes				es	Yes	Coaching: we should read the greeting at the beginning of the call not after account is verified.						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A				/A	N/A	39015363	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/202	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			o	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			Route account to P44.	N/A	39015353	CTE	External
2/17/2025	2/17/202			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39015370	CTE	External
2/17/2025	2/14/202			**95**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39015317	CTE	External
2/17/2025	2/14/202			**95**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39586490	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	Coaching: We must ensure that we are checking NICE top see if the customer information came up IVR, this can assist with account look up and verification.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586609	CTE	External
2/17/2025	2/17/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	Call dropped before CSR could offer CRO.	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	39586897	CTE	External
2/17/2025	2/14/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A		CTE	External
2/17/2025	2/17/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	all the ustomer back nd see if the ustomer ualify for the 0% LIDR	N/A	39015341	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015397	CTE	External
2/17/2025	2/17/202	[redacted]		**80**	Yes	[redacted]						Yes	No	[redacted]			es	Yes	N/A	[redacted]					Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. Please use proper name for each program.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			/A	N/A	39015456	CTE	External
2/17/2025	2/17/202	[redacted]		**70**	Yes	[redacted]						No	No	[redacted]			es	Yes	N/A	[redacted]					We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			/A	N/A	39015435	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/202	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	o	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	oute to edical.	N/A	39586365	CTE	External
2/17/2025	2/17/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	Coaching: CSR Did not properly use IVR Verification. Caller came in Already Authenticated. CSR re-verified complete account information.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586601	CTE	External
2/17/2025	2/17/202	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	/A	N/A	39586599	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	Coaching: we should use the following greeting on credit calls. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015631	CTE	External
2/17/2025	2/17/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586627	CTE	External
2/17/2025	2/17/2025	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586478	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	Coaching:We should be using the following greeting on credit calls: "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point	We had an opportunity t provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	/A	N/A	39015644	CTE	External
2/17/2025	2/17/2025			**95**	Yes							Yes	Yes				Yes	Yes	Coaching:We should be using the following greeting on credit calls: "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"						Coaching: We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point	Coaching: We had an opportunity t provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				/A	N/A	39015644	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586476	CTE	External
2/17/2025	2/17/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	o	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	Call the customer back and provide correct details for mpp	N/A	39586474	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/202	[redacted]		**85**	Yes	[redacted]						No	Yes	[redacted]			Yes	Yes	N/A	[redacted]					We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			/A	N/A	39586625	CTE	External
2/17/2025	2/17/202			**90**	Yes							Yes	No				Yes	Yes	N/A						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				/A	N/A	39015309	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/17/2025	2/17/2025	[redacted]		**85**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]			N/A	N/A	39015625	CTE	External
2/17/2025	2/17/2025			**90**	No							es	Yes				Yes	Yes	We had an opportunity to use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"						/A	N/A				N/A	N/A	39015315	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: we should attempt to read all the energy programs verbatim. Not asking if the customer has heard the programs.	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586497	CTE	External
2/18/2025	2/18/2025			**100**	Yes							es	Yes				es	Yes	N/A											Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A				N/A	N/A	39015416	CTE	External
2/18/2025	2/18/2025			**100**	Yes							es	Yes				es	Yes	N/A											Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A				N/A	N/A	39015329	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	call ended	[redacted]			N/A	N/A	39015483	CTE	External
2/18/2025	2/18/202			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39015333	CTE	External
2/18/2025	2/18/202			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39586651	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	N/A	39586905	CTE	External
2/18/2025	2/18/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	No	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	N/A	39015483	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	Coaching: we should use the following greeting on credit calls: We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]									Coaching: We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			Call back to advise MPP details	N/A	39015617	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	Coaching: for credit calls we should use the following greeting: We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherizatio program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]					/A	N/A	[redacted]			Call back to give all details of MPP	N/A	39015619	CTE	External
2/18/2025	2/18/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A		CTE	External
2/18/2025	2/18/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A		CTE	External
2/18/2025	2/18/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	N/A	N/A	39586480	CTE	External
2/18/2025	2/18/2025	[redacted]	[redacted]	**80**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	Call the customer back and advised them they would have to send in their documents to get the 50%	N/A	39015291	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/202	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]						We need to call the customer back to advise upload instructions.	N/A	39015423	CTE	External
2/18/2025	2/18/202			**80**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A							N/A	N/A		CTE	External
2/18/2025	2/18/202			**85**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A							N/A	N/A	39015331	CTE	External
2/18/2025	2/18/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A							N/A	N/A	39015292	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]					N/A	N/A	[redacted]						Ve need to all the ustomer back o advise MPP etails and to dvise to ontact CAA	N/A	39015493	CTE	External
2/18/2025	2/7/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A							/A	N/A	39015368	CTE	External
2/18/2025	2/10/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A							/A	N/A	39015368	CTE	External
2/18/2025	2/18/2025			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A							/A	N/A	39015215	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	We had an opportunity to provide the MPP Details: Which includes all of the above the payments are based on usage and can change when account is reviewed every 6 months and if 2 consecutive payments are missed it will cause the plan to break and be removed from the program.	N/A	39015346	CTE	External
2/18/2025	2/18/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	No	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015331	CTE	External
2/18/2025	2/18/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015435	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39015623	CTE	External
2/18/2025	2/18/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						N/A	N/A	[redacted]				We need to call the customer back to advise that the medical form was missing the address to ensure that its not missing when it is present.	N/A	39586607	CTE	External
2/18/2025	2/18/2025			**100**	Yes							Yes	Yes				Yes	No	N/A							N/A	N/A					N/A	N/A	39015352	CTE	External
2/18/2025	2/18/2025			**90**	Yes							Yes	Yes				Yes	Yes	Good job repeating the CT Greeting!							N/A	N/A					N/A	N/A	39015512	CTE	External
2/18/2025	2/18/2025			**95**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A					all back to see if qualify for 50% LIDR	N/A	39015428	CTE	External

REDACTED

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]		Yes	Yes	N/A	[redacted]						/A	N/A	[redacted]			/A	N/A	39015257	CTE	External
2/18/2025	2/18/2025			**80**	Yes							Yes	Yes			Yes	Yes	N/A							/A	N/A				/A	N/A	39586310	CTE	External
2/18/2025	2/18/2025			**85**	Yes							Yes	Yes			Yes	Yes	N/A							/A	N/A				/A	N/A	39586321	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	[redacted]		N/A	N/A	39586613	CTE	External
2/18/2025	2/18/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A					N/A	N/A			N/A	N/A	39586569	CTE	External
2/18/2025	2/18/2025			**95**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A					N/A	N/A			N/A	N/A	39586580	CTE	External
2/18/2025	2/18/2025			**95**	Yes							Yes	Yes				o	Yes	N/A							N/A	N/A					Call the customer back and offer the the details for mpp	N/A	N/A	N/A	39586586	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/18/2025	2/18/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39586598	CTE	External
2/19/2025	2/18/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	es	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	/A	N/A	39015328	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/19/2025	2/18/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	/A	N/A	[redacted]	N/A	N/A	39586557	CTE	External
2/19/2025	2/19/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	/A	N/A	[redacted]	N/A	N/A	39015433	CTE	External
2/19/2025	2/19/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	/A	N/A	[redacted]	N/A	N/A	39015378	CTE	External
2/19/2025	2/19/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	/A	N/A	[redacted]	N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/19/2025	2/19/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A		CTE	External
2/19/2025	2/19/2025			**80**	Yes							Yes	No				Yes	No	N/A							N/A	Did not offer CRO				N/A	N/A	39586603	CTE	External
2/19/2025	2/19/2025			**95**	Yes							Yes	Yes				Yes	No	N/A							N/A	N/A				N/A	N/A	39586603	CTE	External
2/19/2025	2/19/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586598	CTE	External
2/19/2025	2/19/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586598	CTE	External
2/19/2025	2/19/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586640	CTE	External
2/19/2025	2/19/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586640	CTE	External
2/19/2025	2/19/2025			**100**	Yes							Yes	No				Yes	No	N/A							N/A	N/A				N/A	N/A	39015383	CTE	External
2/19/2025	2/19/2025			**100**	Yes							Yes	No				Yes	No	N/A							N/A	N/A				N/A	N/A	39015440	CTE	External
2/19/2025	2/19/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586365	CTE	External
2/19/2025	2/19/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015383	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/19/2025	2/19/202	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			es	Yes	N/A	[redacted]					N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39015525	CTE	External
2/19/2025	2/19/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/19/2025	2/19/2025	[redacted]		100	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586609	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/19/2025	2/19/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39586641	CTE	External
2/19/2025	2/19/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39015390	CTE	External
2/19/2025	2/19/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39015479	CTE	External
2/19/2025	2/19/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39586599	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/19/2025	2/19/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			N/A	N/A	39015358	CTE	External
2/19/2025	2/19/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015344	CTE	External
2/19/2025	2/19/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586598	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/19/2025	2/19/2025	[redacted]		**75**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]					N/A	N/A	[redacted]					We need to call the customer back to advise reconnection details and how to obtain a medical certificate.	N/A	39586302	CTE	External
2/19/2025	2/19/2025			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39586588	CTE	External
2/19/2025	2/19/2025			**85**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39015450	CTE	External
2/19/2025	2/19/2025			**80**	Yes							No	No				es	Yes	N/A						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity t provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				N/A	N/A	39586895	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/19/2025	2/19/202	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			es	Yes	N/A	[redacted]					N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39586930	CTE	External
2/19/2025	2/19/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39015329	CTE	External
2/19/2025	2/19/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39586580	CTE	External
2/19/2025	2/19/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39586578	CTE	External
2/19/2025	2/19/202			**85**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39586495	CTE	External
2/19/2025	2/19/202			**100**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A						N/A	N/A	39015390	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/19/2025	2/19/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015390	CTE	External
2/19/2025	2/19/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586575	CTE	External
2/19/2025	2/19/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586567	CTE	External
2/19/2025	2/19/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586906	CTE	External
2/19/2025	2/19/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586914	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/19/2025	2/19/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]						/A	N/A	[redacted]			Call customer back to inform mpp details since account is now enrolled and customer did advise they were not eligible.	N/A	39015257	CTE	External
2/20/2025	2/20/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						oaching: When roviding the nergy rograms we ant to review ach program ndividually ith the ustomer long with the enefits of ach program ption. Please se the erbiage rovided in he credit help ook and in hare point.	N/A	[redacted]			N/A	N/A	39015505	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/20/2025	2/20/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015377	CTE	External
2/20/2025	2/20/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			/A	N/A	39015426	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/20/2025	2/20/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			N/A	N/A	39015343	CTE	External
2/20/2025	2/20/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015330	CTE	External
2/20/2025	2/20/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015330	CTE	External
2/20/2025	2/20/202			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/20/2025	2/20/2025	[redacted]	[redacted]	**75**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015390	CTE	External
2/20/2025	2/20/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015383	CTE	External
2/20/2025	2/20/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	oaching: hen roviding the nergy rograms we ant to review ach program dividually ith the stomer ong with the enefits of ach program ption. Please se the rbiage rovided in e credit help ook and in hare point.	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015331	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/20/2025	2/20/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]							N/A	N/A	[redacted]			all the ustomer back nd provide he details for pp	N/A	39586578	CTE	External
2/20/2025	2/20/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]							N/A	N/A	[redacted]			/A	N/A	39015604	CTE	External
2/20/2025	2/20/202	[redacted]		**80**	Yes	[redacted]						Yes	No	[redacted]			Yes	Yes	N/A	[redacted]							N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			/A	N/A	39015246	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/20/2025	2/20/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]			N/A	N/A		CTE	External
2/20/2025	2/20/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				N/A	N/A	39015400	CTE	External
2/20/2025	2/20/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				N/A	N/A		CTE	External
2/20/2025	2/20/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				N/A	N/A	39015233	CTE	External
2/20/2025	2/20/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				N/A	N/A	39586567	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/20/2025	2/20/2025	[redacted]		**80**	Yes	[redacted]						es	No	[redacted]			o	Yes	N/A	[redacted]						/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			Call the customer back and provide details for mpp	N/A	39015240	CTE	External
2/20/2025	2/20/2025			**100**	Yes							es	Yes				es	Yes	N/A							/A	N/A				N/A	N/A	39586914	CTE	External
2/20/2025	2/20/2025			**100**	Yes							es	Yes				es	Yes	N/A							/A	N/A				N/A	N/A	39015216	CTE	External
2/20/2025	2/20/2025			**100**	Yes							es	Yes				es	Yes	N/A							/A	N/A				N/A	N/A	39015599	CTE	External
2/20/2025	2/20/2025			**90**	Yes							es	Yes				es	No	N/A							/A	N/A				N/A	N/A	39586601	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/20/2025	2/20/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586632	CTE	External
2/20/2025	2/20/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586607	CTE	External
2/20/2025	2/20/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: We had an opportunity to offer RRES. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A		CTE	External
2/20/2025	2/20/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586586	CTE	External
2/20/2025	2/20/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586490	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/20/2025	2/20/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]					N/A	N/A	39586595	CTE	External
2/20/2025	2/20/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A						N/A	N/A	39586490	CTE	External
2/20/2025	2/20/202			**90**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A						N/A	N/A	39586602	CTE	External
2/20/2025	2/20/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A						N/A	N/A	39015249	CTE	External
2/20/2025	2/20/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A						N/A	N/A	39015245	CTE	External
2/20/2025	2/20/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A						N/A	N/A	39586302	CTE	External
2/20/2025	2/20/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A						N/A	N/A	39015257	CTE	External
2/20/2025	2/20/202			**90**	Yes							Yes	Yes				Yes	No	N/A						/A	N/A						N/A	N/A	39015215	CTE	External
2/20/2025	2/20/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A						N/A	N/A	39015280	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/20/2025	2/20/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						Customer declined	Customer declined	[redacted]			N/A	N/A	39015330	CTE	External
2/21/2025	2/21/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015352	CTE	External
2/21/2025	2/21/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External
2/21/2025	2/21/2025			**85**	Yes							Yes	No				Yes	Yes	N/A							N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39586490	CTE	External
2/21/2025	2/21/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain in Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/21/2025	2/21/2025	[redacted]		**70**	Yes	[redacted]						No	No	[redacted]			Yes	Yes	We had the opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]					We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity t provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			/A	N/A		39015627	CTE	External
2/21/2025	2/21/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						/A	N/A		CTE	External
2/21/2025	2/21/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A						/A	N/A	39015297	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/21/2025	2/21/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/21/2025	2/21/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]		es	No	N/A	[redacted]					N/A	N/A	[redacted]					N/A	N/A	N/A	39015344	CTE	External
2/21/2025	2/21/202			**90**	Yes							Yes	Yes			es	Yes	N/A						N/A	N/A						N/A	N/A	N/A	39586641	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/21/2025	2/21/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	39015489	CTE	External
2/21/2025	2/21/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	N/A	39586557	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/21/2025	2/21/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]				N/A	N/A	39015452	CTE	External
2/21/2025	2/21/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A	39015377	CTE	External
2/21/2025	2/21/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A					N/A	N/A	39586651	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/21/2025	2/21/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A		CTE	External
2/21/2025	2/21/2025			**100**	Yes							Yes	Yes				es	No	N/A							N/A	N/A					N/A	N/A	39015229	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/21/2025	2/21/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]			ustomer alled for mpp ut currently ot eligible	N/A		CTE	External
2/21/2025	2/21/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39015456	CTE	External
2/21/2025	2/21/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39586569	CTE	External
2/21/2025	2/21/2025			**75**	Yes							No	No				Yes	Yes	N/A						lease review hese on every all as they re mandatory	Please review these on every call as they are mandatory				/A	N/A	39015291	CTE	External
2/21/2025	2/21/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A		CTE	External
2/21/2025	2/21/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A						/A	N/A				/A	N/A	39586602	CTE	External
2/24/2025	2/24/2025			**100**	Yes							Yes	Yes				Yes	Yes	Coaching: Agent failed to ask for both account number or phone number						/A	N/A				/A	N/A	39015280	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/24/2025	2/24/2025	[redacted]		**70**	Yes	[redacted]						Yes	No	[redacted]			Yes	Yes	N/A	[redacted]						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]				N/A	N/A	39015512	CTE	External
2/24/2025	2/24/2025	[redacted]		**90**	No	[redacted]						Yes	Yes	[redacted]			Yes	Yes	We had an opportunity to use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]						Call dropped	Call dropped	[redacted]				N/A	N/A	39015363	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/24/2025	2/24/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A		CTE	External
2/24/2025	2/24/2025	[redacted]		**90**	No	[redacted]						Yes	Yes	[redacted]			es	Yes	at: 0.15 We had an opportunity to use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?" We did not mention energy programs.	[redacted]					/A	N/A	[redacted]			/A	N/A	39015265	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/24/2025	2/24/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015332	CTE	External
2/24/2025	2/24/2025			**85**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39586897	CTE	External
2/24/2025	2/24/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39015416	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/24/2025	2/24/202	[redacted]		**100**	Yes	[redacted]							Yes	Yes	[redacted]				Yes	N/A	[redacted]							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]			/A	N/A	39015237	CTE	External
2/24/2025	2/24/202			**90**	Yes								No	Yes					Yes	Yes	N/A							We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A				/A	N/A	39015257	CTE	External
2/24/2025	2/24/202			**95**	Yes								Yes	Yes					Yes	Yes	N/A							N/A	N/A				/A	N/A	39015397	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/24/2025	2/24/2025	[redacted]		**50**	No	[redacted]						No	No	[redacted]			Yes	No	Failed to use CT greeting	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015617	CTE	External
2/24/2025	2/24/2025			**85**	Yes							Yes	Yes				Yes	Yes	We had an opportunity to use the proper CSR Greeting "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.				/A	N/A	39015617	CTE	External
2/24/2025	2/24/2025			**80**	Yes							Yes	Yes				Yes	No	N/A							N/A	N/A				/A	N/A	39015619	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/24/2025	2/24/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					/A	N/A	[redacted]			he agent ook payment rovided onfirmation nd ensured o further ssistance eeded.	N/A	39586930	CTE	External
2/24/2025	2/24/202			**100**	Yes							Yes	Yes				Yes	No	N/A						/A	N/A				/A	N/A	39015435	CTE	External
2/24/2025	2/24/202			**95**	Yes							Yes	Yes				Yes	No	N/A						ustomer nded call	Customer ended call				/A	N/A	39015496	CTE	External
2/24/2025	2/24/202			**60**	Yes							Yes	Yes				Yes	No	N/A						/A	N/A				/A	N/A	39015480	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/24/2025	2/24/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				he agent onfirmed IDR rate, rovided alance mount and ue date.	N/A	39586930	CTE	External
2/24/2025	2/24/2025	[redacted]		**70**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point. We should not make the decision energy programs would not apply. We can still provide the information for future use or someone they may know.	N/A	[redacted]			/A	N/A	39586497	CTE	External
2/24/2025	2/24/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]					N/A	N/A	[redacted]				e had an opportunity to sk if there as a serious r life hreating ondition in he home due o the ustomer eing over ncome for ardship.	N/A	39015341	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/24/2025	2/24/2025	[redacted]	[redacted]	**75**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	No	No	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	N/A	N/A	39586625	CTE	External
2/24/2025	2/24/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	Coaching: Even when the call is transferred we want to provide the full CT Credit greeting.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586602	CTE	External
2/24/2025	2/24/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	No	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015623	CTE	External
2/24/2025	2/24/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015496	CTE	External
2/24/2025	2/24/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	The customer call concerning his MPP and details, the agent advised details to current arrg.	39015346	CTE	External
2/24/2025	2/24/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015346	CTE	External
2/24/2025	2/24/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015423	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/24/2025	2/24/2025	[redacted]		**90**	Yes	[redacted]						No	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					N/A	N/A	39015423	CTE	External
2/24/2025	2/24/2025			**55**	Yes							No	No				Yes	No	Coaching: We need to ensure we are using the CT greeting.							N/A	N/A						N/A	N/A	39015428	CTE	External
2/24/2025	2/24/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39015464	CTE	External
2/24/2025	2/24/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39586476	CTE	External
2/24/2025	2/24/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						N/A	N/A	39586476	CTE	External
2/24/2025	2/24/2025			**95**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A						call the customer back and provide correct details for mpp	N/A	39586474	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/24/2025	2/24/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]					/A	N/A	39015309	CTE	External
2/24/2025	2/24/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A						/A	N/A	39015315	CTE	External
2/24/2025	2/24/2025			**90**	No							Yes	Yes				Yes	Yes	We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"						N/A	N/A						/A	N/A	39015321	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	Coaching: We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]	[redacted]	[redacted]	N/A	N/A	39015623	CTE	External
2/25/2025	2/25/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015428	CTE	External
2/25/2025	2/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015377	CTE	External
2/25/2025	2/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015419	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/2025	[redacted]		**90**	Yes	[redacted]						Yes	Yes	[redacted]			No	Yes	N/A	[redacted]							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	N/A	N/A	We had an opportunity to properly route the account: We did not route account to P44 after customer stated chronic medical and we reviewed all the medical steps.	Route account to P44.	N/A	39015440	CTE	External
2/25/2025	2/25/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]							Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	N/A	We had an opportunity to recap on this call. We must ensure we provide the customer with a complete call closing on what we reviewed and updated on the account. Example: "To recap our call today we reviewed _____ ____."	N/A	N/A	N/A	39015456	CTE	External
2/25/2025	2/25/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]							N/A	N/A	We want to ensure we keep proper pace throughout the call by avoiding excessive dead air. 5:07-5:49, 5:49-6:37	N/A	N/A	N/A	N/A	39015233	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015329	CTE	External
2/25/2025	2/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39015480	CTE	External
2/25/2025	2/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015711	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39015344	CTE	External
2/25/2025	2/25/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015483	CTE	External
2/25/2025	2/25/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586640	CTE	External
2/25/2025	2/25/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015423	CTE	External
2/25/2025	2/25/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39015492	CTE	External
2/25/2025	2/25/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A	39586365	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	N/A	39015368	CTE	External
2/25/2025	2/25/2025			**85**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A				N/A	N/A	39015505	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/202	[redacted]		**90**	No	[redacted]						Yes	Yes	[redacted]		Yes	No	Failed to use the CT greeting	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015363	CTE	External
2/25/2025	2/25/202			**95**	Yes							Yes	Yes			Yes	Yes	N/A						N/A	N/A				N/A	N/A	39586906	CTE	External
2/25/2025	2/25/202			**90**	Yes							Yes	Yes			Yes	Yes	N/A						N/A	N/A				N/A	N/A	39586906	CTE	External
2/25/2025	2/25/202			**95**	Yes							Yes	Yes			Yes	Yes	N/A						N/A	N/A				N/A	N/A	39586635	CTE	External
2/25/2025	2/25/202			**100**	Yes							Yes	Yes			Yes	Yes	N/A						N/A	N/A				N/A	N/A	39586588	CTE	External
2/25/2025	2/25/202			**100**	Yes							Yes	Yes			Yes	Yes	N/A						N/A	N/A				N/A	The agent advised current arrang, customer plans to pay off balance to longer need arrg.	39015343	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/2025	[redacted]		**85**	Yes	[redacted]						Yes	No	[redacted]			No	Yes	N/A	[redacted]						N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			Call the customer back and provide the rest of the details for mpp	N/A	39015240	CTE	External
2/25/2025	2/25/2025	[redacted]		**80**	No	[redacted]						Yes	Yes	[redacted]			Yes	No	Failed to use the CT greeting	[redacted]						N/A	N/A	[redacted]						N/A	N/A	39015631	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	No	N/A	[redacted]					Customer hung up during RRES & ESS.	Customer hung up before we could read CRO.	[redacted]			N/A	N/A		CTE	External
2/25/2025	2/25/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]			N/A	N/A	39015332	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]					/A	N/A	[redacted]			/A	N/A	39586651	CTE	External
2/25/2025	2/25/2025			**90**	Yes							Yes	No				es	Yes	N/A						/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.					/A	N/A	39015246	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/202	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39586635	CTE	External
2/25/2025	2/25/202			**85**	Yes							No	Yes				Yes	Yes	N/A						Coaching: We had an opportunity to offer RRES. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A			/A	N/A		CTE	External
2/25/2025	2/25/202			**85**	Yes							Yes	Yes				Yes	No	N/A						N/A	N/A				/A	N/A	39015278	CTE	External
2/25/2025	2/25/202			**90**	Yes							Yes	Yes				Yes	No	N/A						N/A	N/A				/A	N/A	39586321	CTE	External
2/25/2025	2/25/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/2025	[redacted]	[redacted]	**100**	Yes	[redacted]						Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]	[redacted]	[redacted]	The agent took the payment.	N/A		CTE	External
2/25/2025	2/25/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External
2/25/2025	2/25/2025			**60**	Yes							No	No				Yes	Yes	Coaching: We need to ensure we are using the CT greeting on al calls.							N/A	N/A				N/A	N/A	39015644	CTE	External
2/25/2025	2/25/2025			**95**	Yes							Yes	Yes				No	Yes	N/A							N/A	N/A				Call the customer back and provide the details for noo	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	No	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39015292	CTE	External
2/25/2025	2/25/2025	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39586914	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/202	[redacted]		**70**	Yes	[redacted]						No	No	[redacted]			es	Yes	N/A	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.	[redacted]			N/A	N/A	39586906	CTE	External
2/25/2025	2/25/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586930	CTE	External
2/25/2025	2/25/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586930	CTE	External
2/25/2025	2/25/202	[redacted]		**90**	Yes	[redacted]						No	Yes	[redacted]			es	Yes	N/A	[redacted]						We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			N/A	N/A	39586895	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/202	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586480	CTE	External
2/25/2025	2/25/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586580	CTE	External
2/25/2025	2/25/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586567	CTE	External
2/25/2025	2/25/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586627	CTE	External
2/25/2025	2/25/202	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	es	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586575	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/25/2025	2/25/202	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]			N/A	N/A	39586578	CTE	External
2/25/2025	2/25/202			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A	39015390	CTE	External
2/25/2025	2/25/202			**100**	Yes							es	Yes				es	Yes	N/A							N/A	N/A				N/A	N/A		CTE	External
2/26/2025	2/26/202			**85**	Yes							es	Yes				es	Yes	N/A						Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A				N/A	N/A	39015493	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/202	[redacted]		**95**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]					N/A	N/A	[redacted]				/A	N/A		CTE	External
2/26/2025	2/26/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A					/A	N/A		CTE	External
2/26/2025	2/26/202			**95**	Yes							Yes	Yes				es	Yes	N/A						N/A	N/A					/A	N/A		CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/2025	[redacted]		**95**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39586905	CTE	External
2/26/2025	2/26/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015292	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/2025	[redacted]		**85**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]						N/A	N/A	[redacted]				/A	N/A	39586480	CTE	External
2/26/2025	2/26/2025	[redacted]		**70**	Yes	[redacted]						Yes	Yes	[redacted]			o	Yes	N/A	[redacted]						N/A	N/A	[redacted]				PP details.	N/A	39015215	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/2025	[redacted]		**80**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]	/A	N/A	[redacted]				N/A	N/A	39015328	CTE	External
2/26/2025	2/26/2025			**95**	Yes							Yes	Yes				Yes	Yes	N/A		oaching: We ad an pportunity to ffer ESS. lease ensure e are ollowing the omplete cript rovided for hese energy rograms hich is ocated in the redit help ook along ith share oint.	N/A						N/A	N/A	39015521	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	No	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Customer call back to inform the customer of the $48 connection fee.	N/A	39586495	CTE	External
2/26/2025	2/26/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Coaching: When providing the energy programs we want to review each program individually with the customer along with the benefits of each program option. Please use the verbiage provided in the credit help book and in share point.	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015353	CTE	External
2/26/2025	2/26/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39586557	CTE	External
2/26/2025	2/26/2025	[redacted]	[redacted]	**95**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	No	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Customer disconnect call	Customer disconnect call	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	39015216	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External	
2/26/2025	2/26/2025	[redacted]		**80**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]			/A	N/A	39015452	CTE	External	
2/26/2025	2/26/2025			**75**	Yes							es	No				Yes	Yes	N/A							N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point.			/A	N/A	39586575	CTE	External	

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			es	Yes	N/A	[redacted]						N/A	We failed to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with sharepoint.	[redacted]			N/A	N/A	39015397	CTE	External
2/26/2025	2/26/2025			**100**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A							N/A	N/A	39015229	CTE	External
2/26/2025	2/26/2025			**90**	Yes							Yes	Yes				es	Yes	N/A							N/A	N/A							N/A	N/A	39015291	CTE	External
2/26/2025	2/26/2025			**85**	Yes							Yes	No				es	No	Coaching: We need to ensure we are using the CT greeting at the start of the call.							N/A	Failed to read the company review officer script							N/A	N/A	39015600	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/2025	[redacted]		**90**	Yes	[redacted]						Yes	No	[redacted]			es	Yes	Coaching: We had an opportunity to use the proper CSR Greeting. "We have special assistance programs, protections, and discount rates for financial hardship customers as well as a Clean Energy Options & weatherization program that might benefit you, Can I ask you a few questions to determine if you may qualify?"	[redacted]							N/A	N/A	[redacted]			N/A	N/A	39015330	CTE	External
2/26/2025	2/26/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]							N/A	N/A	[redacted]			N/A	N/A	39586567	CTE	External
2/26/2025	2/26/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]							N/A	N/A	[redacted]			Yes the customer utilized one time due date change.	N/A	39015525	CTE	External
2/26/2025	2/26/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]							N/A	N/A	[redacted]			N/A	N/A	39015525	CTE	External
2/26/2025	2/26/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			es	Yes	N/A	[redacted]							N/A	N/A	[redacted]			N/A	N/A	39015297	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	No	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A		39015229	CTE	External
2/26/2025	2/26/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					The customer was not interested in any programs, just wanted to make a payment.	N/A	39015297	CTE	External
2/26/2025	2/26/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A							N/A	N/A					The customer only wanted to make a payment.	N/A	39015426	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/202	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A			39586557	CTE	External
2/26/2025	2/26/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					The customer only wanted to make a payment, advised of next payment due date.	N/A	39015426	CTE	External
2/26/2025	2/26/202			**95**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					The agent verified payment.	N/A	39015464	CTE	External
2/26/2025	2/26/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39586645	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/202	[redacted]		**80**	Yes	[redacted]						No	Yes	[redacted]			Yes	Yes	N/A	[redacted]					We had an opportunity to offer RRES and ESS. Please ensure we are following the complete script provided for these energy programs which is located in the credit help book along with share point.	N/A	[redacted]			N/A	N/A	39015470	CTE	External
2/26/2025	2/26/202			**95**	Yes							Yes	Yes				Yes	Yes	Coaching: Customer said they were not interested after the greeting and after 7 seconds Jaclyn said "Hello" as if she did not hear the customers response. This may have been a headse issue, but not sure as I could not tell from the screen.					N/A	N/A				N/A	N/A	39586480	CTE	External
2/26/2025	2/26/202			**100**	Yes							Yes	Yes				Yes	Yes	N/A					N/A	N/A				N/A	N/A	39015452	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]			/A	N/A	39015292	CTE	External
2/26/2025	2/26/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39015452	CTE	External
2/26/2025	2/26/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586599	CTE	External
2/26/2025	2/26/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A				/A	N/A	39586613	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/2025	[redacted]		**100**	Yes	[redacted]						Yes	Yes	[redacted]			Yes	Yes	N/A	[redacted]					N/A	N/A	[redacted]				N/A	N/A	39586588	CTE	External
2/26/2025	2/26/2025			**90**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39015358	CTE	External
2/26/2025	2/26/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39586569	CTE	External
2/26/2025	2/26/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39586595	CTE	External
2/26/2025	2/26/2025			**85**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39586635	CTE	External
2/26/2025	2/26/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39586586	CTE	External
2/26/2025	2/26/2025			**100**	Yes							Yes	Yes				Yes	Yes	N/A						N/A	N/A					N/A	N/A	39586578	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/26/2025	2/26/2025	[redacted]		**100**	Yes	[redacted]						es	Yes	[redacted]			Yes	Yes	N/A	[redacted]						N/A	N/A	[redacted]				N/A	N/A	39586598	CTE	External
2/27/2025	2/27/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015216	CTE	External
2/27/2025	2/27/2025			**90**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39015401	CTE	External
2/27/2025	2/27/2025			**100**	Yes							es	Yes				Yes	Yes	N/A							N/A	N/A					N/A	N/A	39586609	CTE	External

Evaluation Datetime indexed	Interaction The Datetime indexed	Evaluator Name	Evaluatee Name	Evaluation Score	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	1.1 Used the appropriate greeting - CT CSR Greeting /Including LIDR	1.2 Properly Identified/Authenticated the caller and account / Offer paperless billing	2.1.1 Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	2.1.2 Explain Benefits & Tiers / Offer LIDR - Tier I/ II	2.2.1 Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	2.2.2 Offer New Start (If Not Heating or NOT between Nov 1 and May 1)	2.2.3 Offer 18 month, Monthly Flat Plan	2.3 Offer and provide benefits of Weatherization	2.4 Offer RRES & ESS	2.5 Discuss/Explain Review Officer	3.1 Update RECAP	3.2 Documentation & followed proper procedure	4.1 Did the CSR resolve customers reason for calling	5.1 Did the customer call regarding Payment arrangement & other forms of Bill assistance	NICE ID	Gas or Electric:	Internal/External
2/27/2025	2/27/2025	[redacted]	[redacted]	**90**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586645	CTE	External
2/27/2025	2/27/2025	[redacted]	[redacted]	**85**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	No	[redacted]	[redacted]	[redacted]	No	Yes	Coaching: We want to look at NICE to verify if the call is for CT Credit. If its CT Credit we would want to lead the call with the CT Greeting. We stated the greeting minute marker 02.00 after verification.	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	We had an opportunity to provide the review officer statement. Please ensure we are following the complete script provided for the Review Officer Statement which is located in the credit help book along with share point. Minute marker 09.05.	[redacted]	[redacted]	[redacted]	Customer call back to provide complete details of the MPP.	N/A	39015600	CTE	External
2/27/2025	2/27/2025	[redacted]	[redacted]	**100**	Yes	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Yes	Yes	[redacted]	[redacted]	[redacted]	Yes	Yes	N/A	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	N/A	N/A	[redacted]	[redacted]	[redacted]	N/A	N/A	39586908	CTE	External